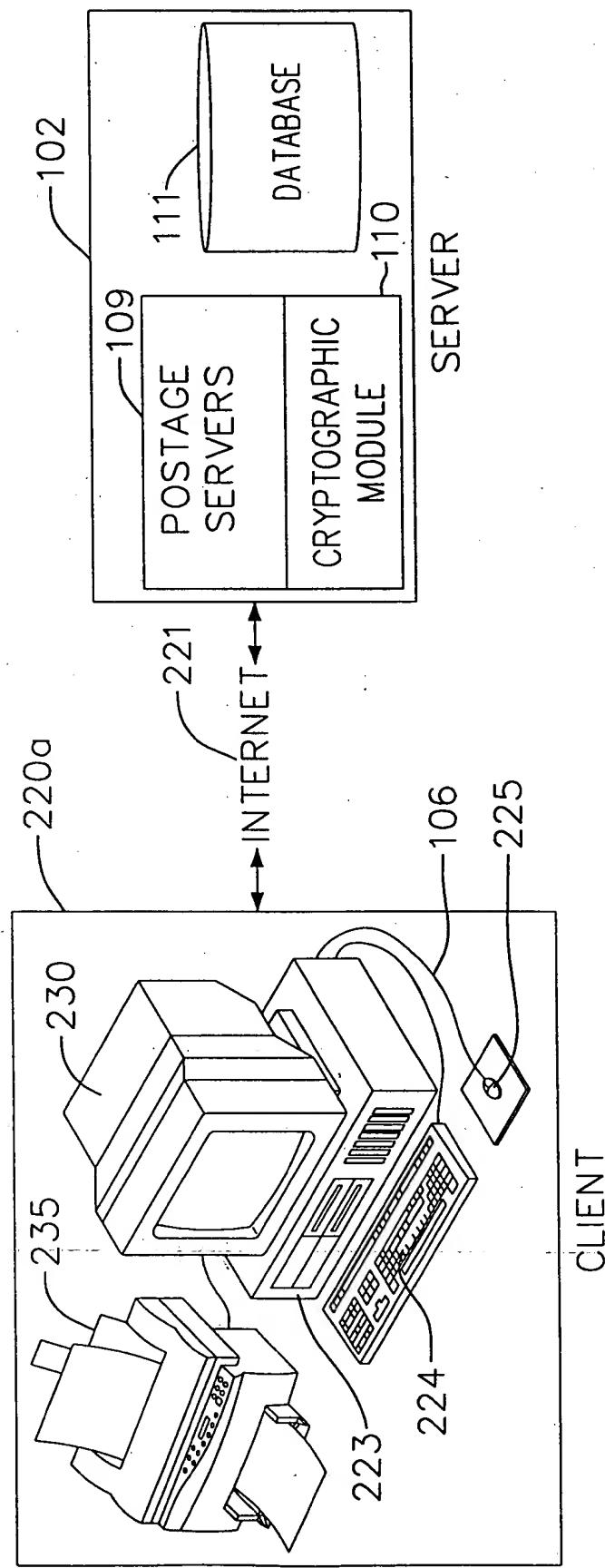
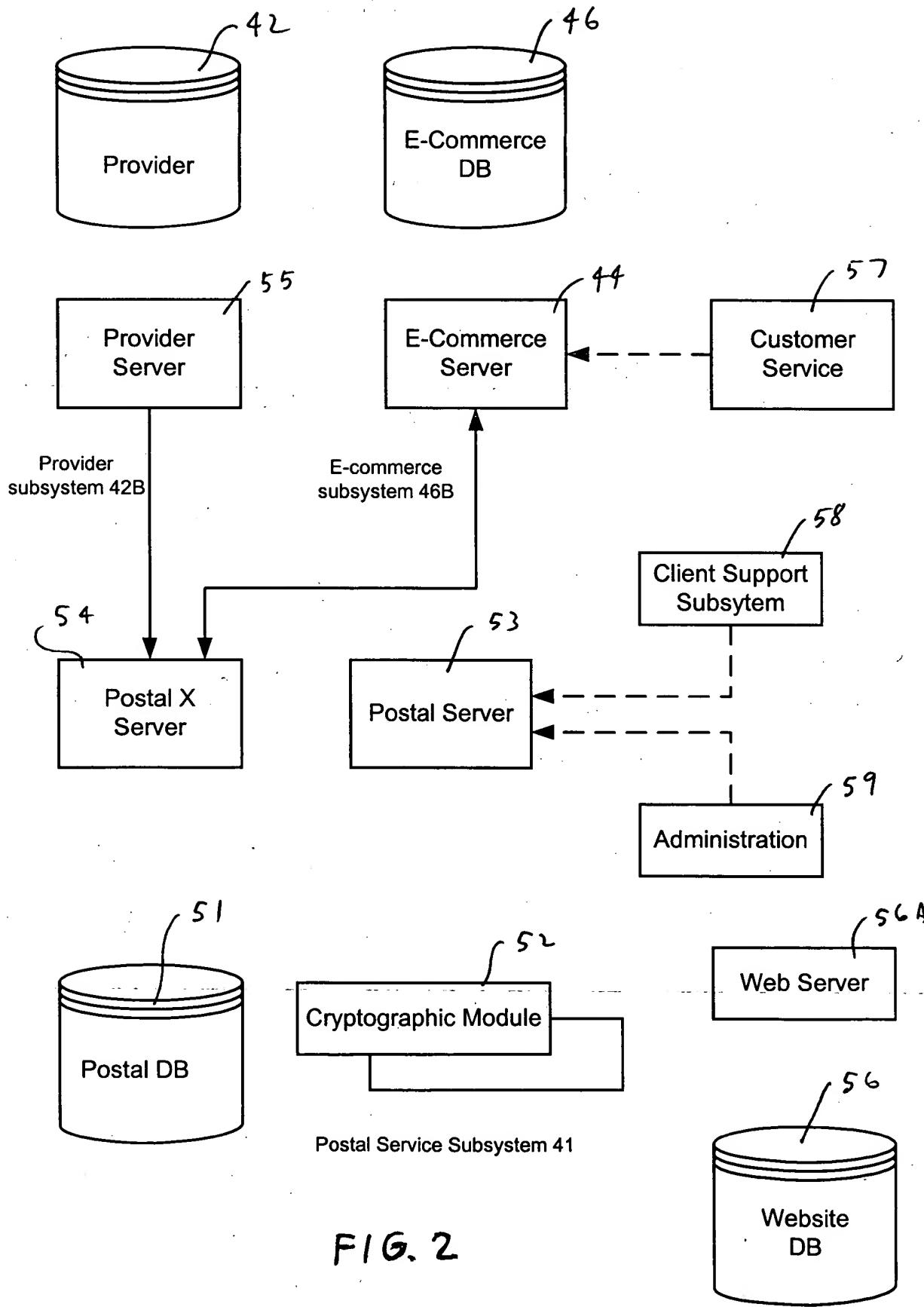


*FIG. 1*





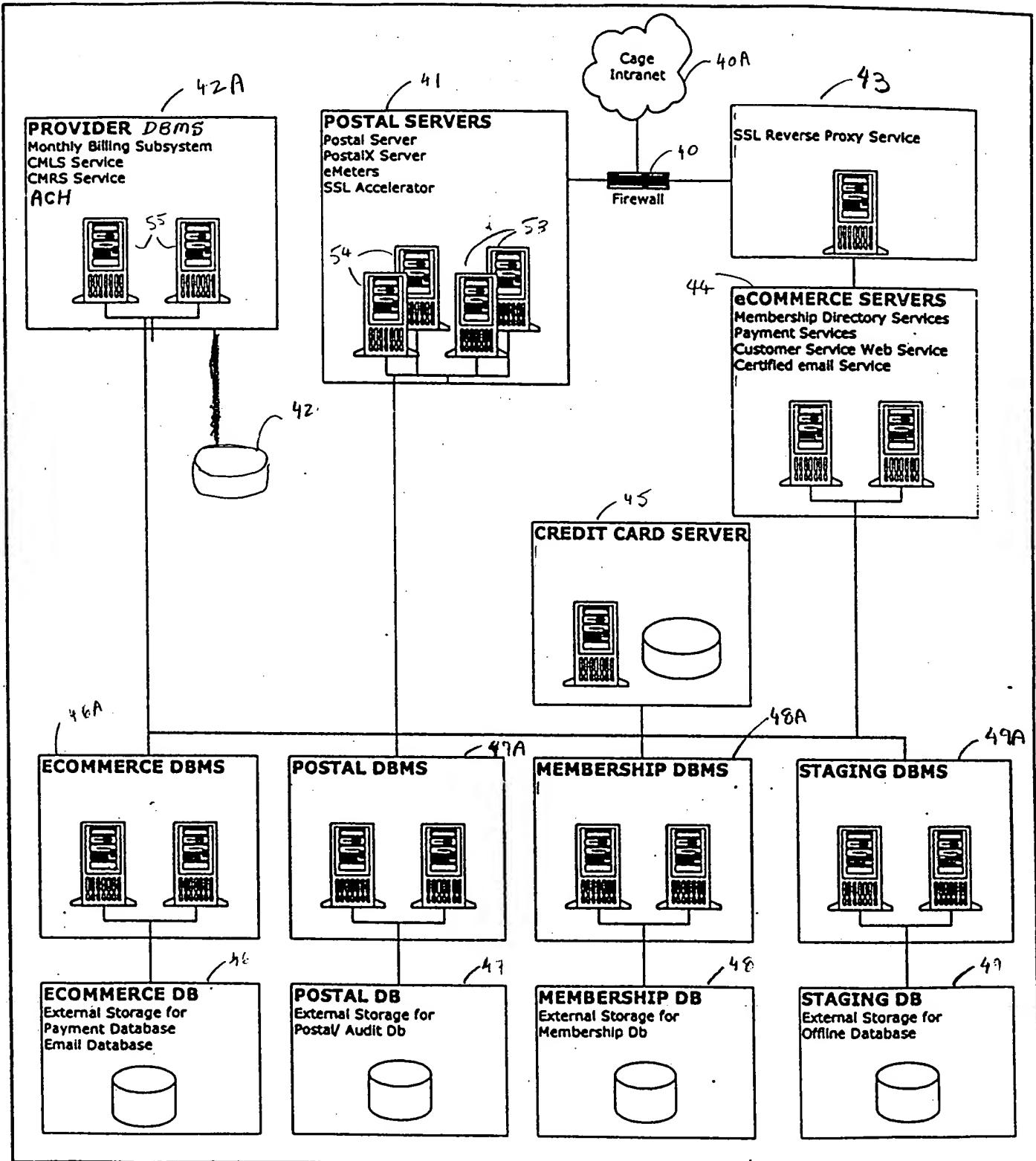
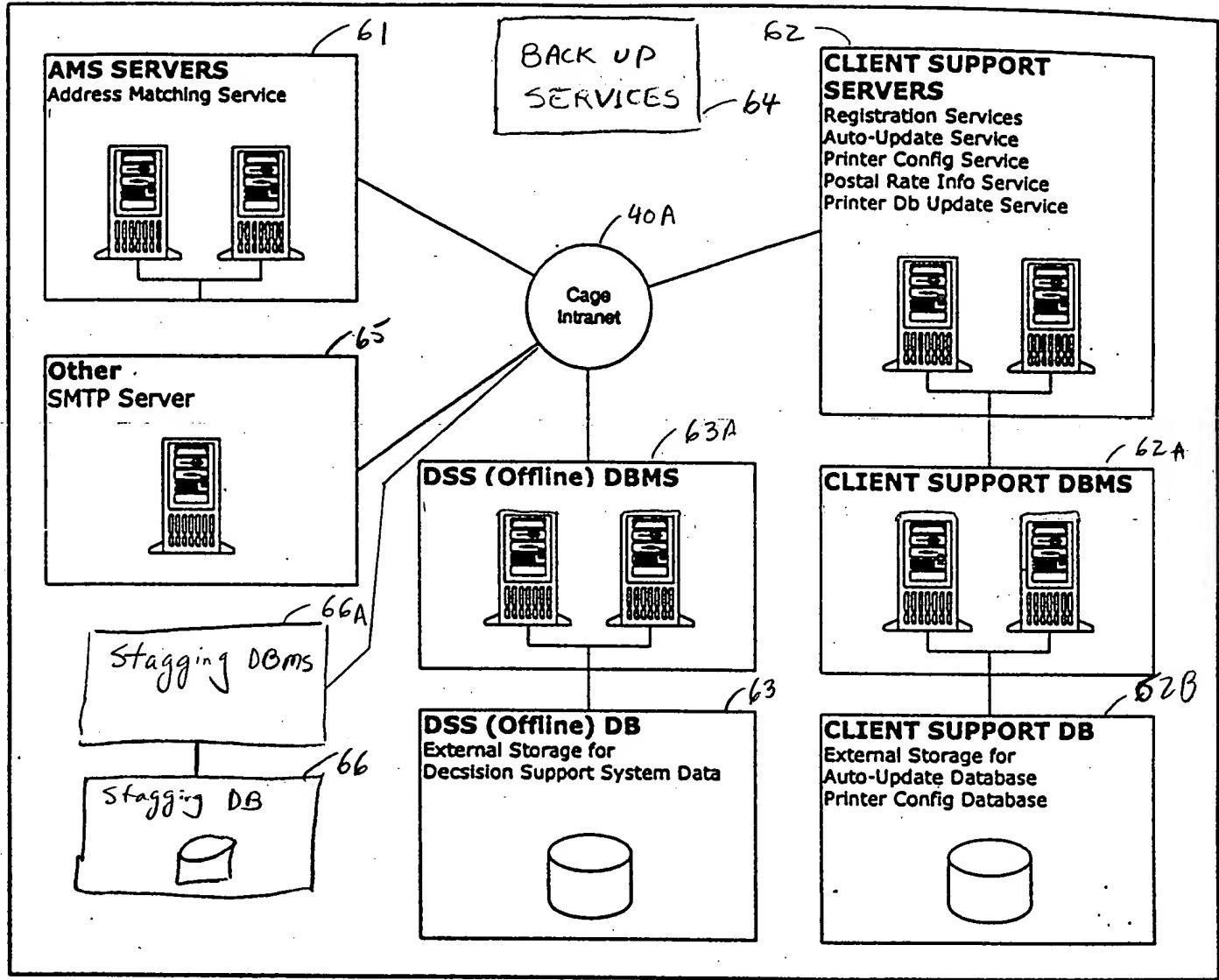
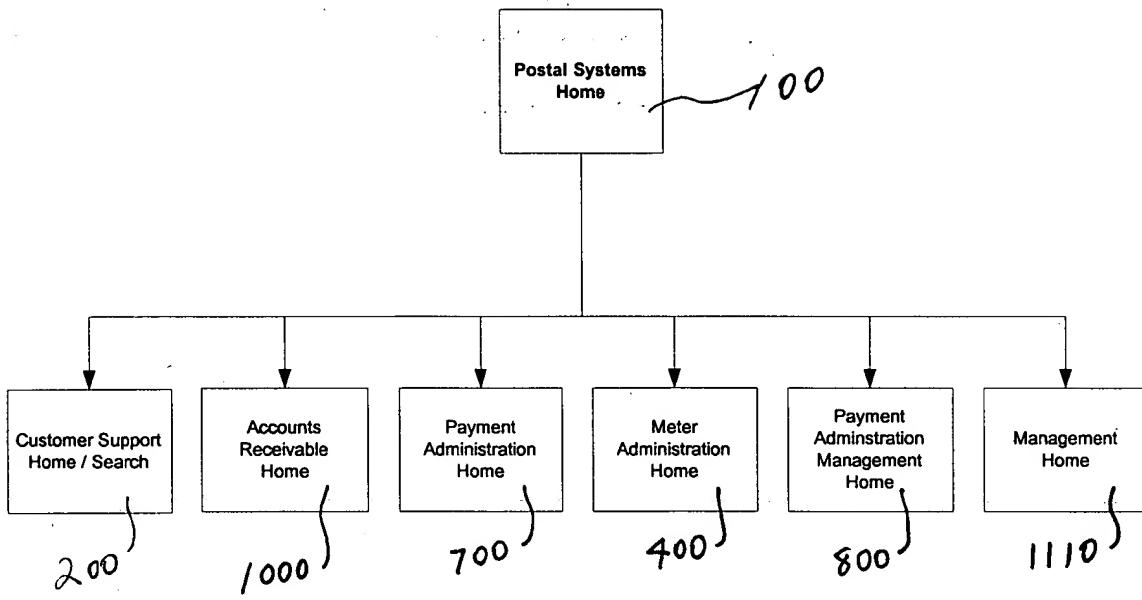


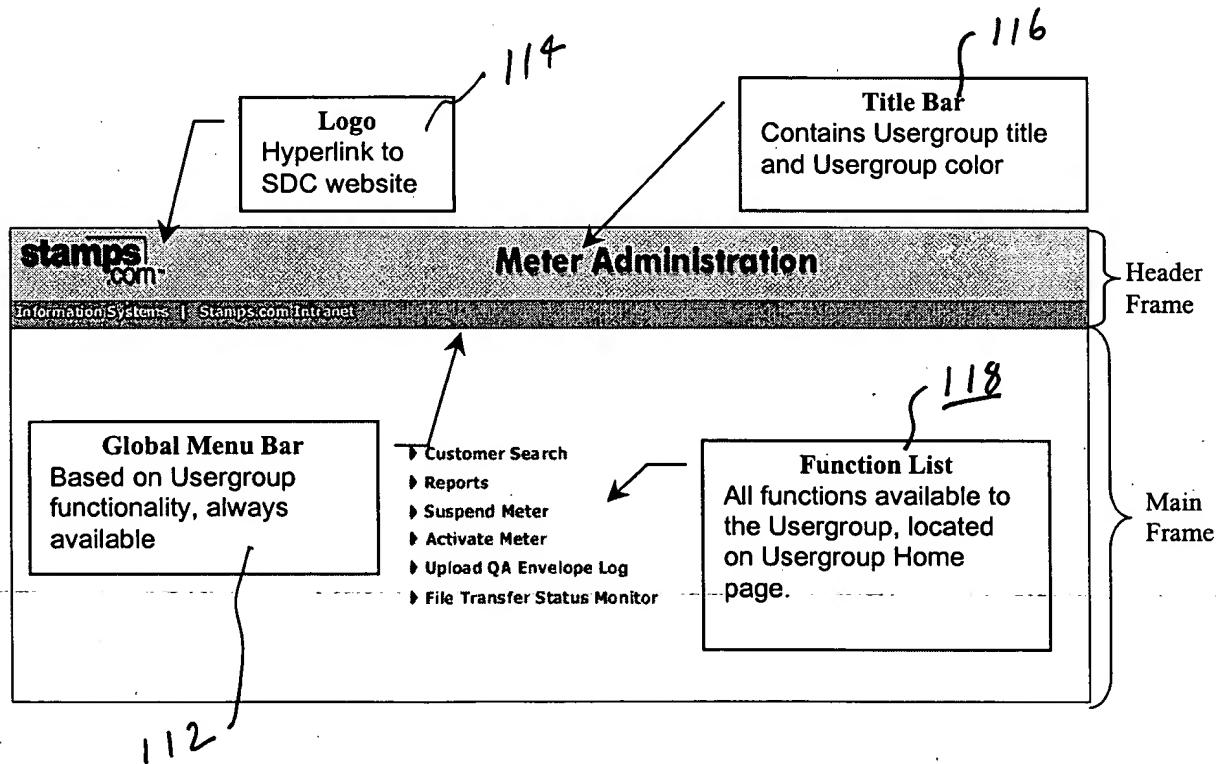
FIG. 3



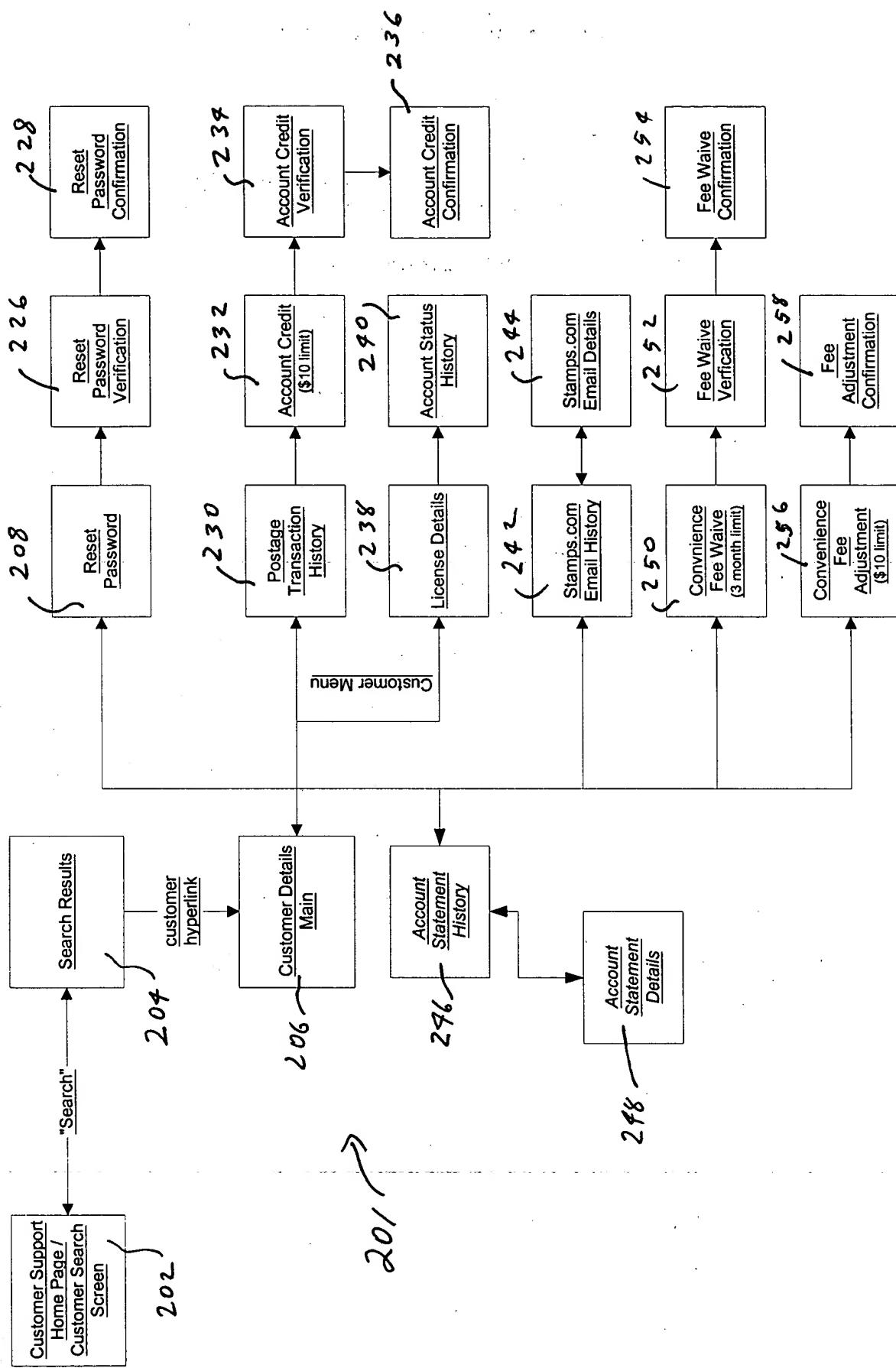
F16. 4



**FIG. 5**



**FIG. 6**



7/16. 7

J 202

The screenshot shows a web page titled "Customer Support" from stamps.com. At the top, there's a navigation bar with links for "Information Systems", "Stamps.com Intranet", "USPS Rate", "Zip Code Lookup", and "Reports". Below the navigation is a search form titled "Customer Search:" with fields for Last Name, First Name, Phone #, User Name, Email Address, Meter #, and Customer ID. A "Search" button is located to the right of the Email Address field.

**FIG. 8**

J 204

The screenshot shows a table of search results from the Customer Support system. The table has columns for Last Name, First Name, User ID, User Name, Phone #, Meter #, and License #. The results show multiple entries for "Goodwin Jonathan" with various User IDs and Meter numbers, along with other test users like "TestUser1" through "TestUser9" and "JGTemp1" through "JGTemp9".

Last Name	First Name	User ID	User Name	Phone #	Meter #	License #
Goodwin	Jonathan	0100013d	TestUser1	3104084051	1000	
Goodwin	Jonathan	0100013e	TestUserx	3104084051	1001	
Goodwin	Jonathan	0100013f	TestUser2	3104084051	1002	
Goodwin	Jonathan	01000149	TestUser3	3104084051	1012	
Goodwin	Jonathan	01000152	TestUser4	3104084051	1021	
Goodwin	Jonathan	01000154	TestUser7	3104084051	1023	
Goodwin	Jonathan	01000157	JDG100000	3104084051	1026	
Goodwin	Jonathan	01000158	JDG100001	3104084051	1027	
Goodwin	Jonathan	01000159	Bogus1	3104084051	1028	
Goodwin	Jonathan	0100015a	JGSatTest1	3104084051	1029	
Goodwin	Jonathan	0100015b	JGTemp1	3104084051	1030	
Goodwin	Jonathan	0100015c	JGTemp2	3104084051	1031	
Goodwin	Jonathan	0100015d	JGTemp3	3104084051	1032	
Goodwin	Jonathan	0100015e	JGTemp4	3104084051	1033	
Goodwin	Jonathan	0100015f	JGTemp5	3104084051	1034	
Goodwin	Jonathan	01000160	JGTemp6	3104084051	1035	
Goodwin	Jonathan	01000161	JGTemp7	3104084051	1036	
Goodwin	Jonathan	01000162	JGTemp8	3104084051	1037	
Goodwin	Jonathan	01000163	JGTemp9	3104084051	1038	

1 - 19 ►

**FIG. 9**

**Customer ID**  
This header is persistent. It is visible at all times on all screens within an individual customer's record.

**Customer Menu**  
Functions available that directly affect a single customer's profile. Menu changes with context.

206

<a href="#">CS Home</a>		<a href="#">Search</a>	<a href="#">Meter Profile</a>	<a href="#">Account History</a>	<a href="#">instant adjustment</a>
<a href="#">Meter Payment History</a>		<a href="#">Withdraw Meter</a>	<a href="#">Meter History</a>	<a href="#">Email History</a>	<a href="#">Reset Password</a>
Last Name	Goodwin	First Name	Jonathan	Middle Name	D
User Name	JGTemp2	User ID	0100015c	Meter #	1031

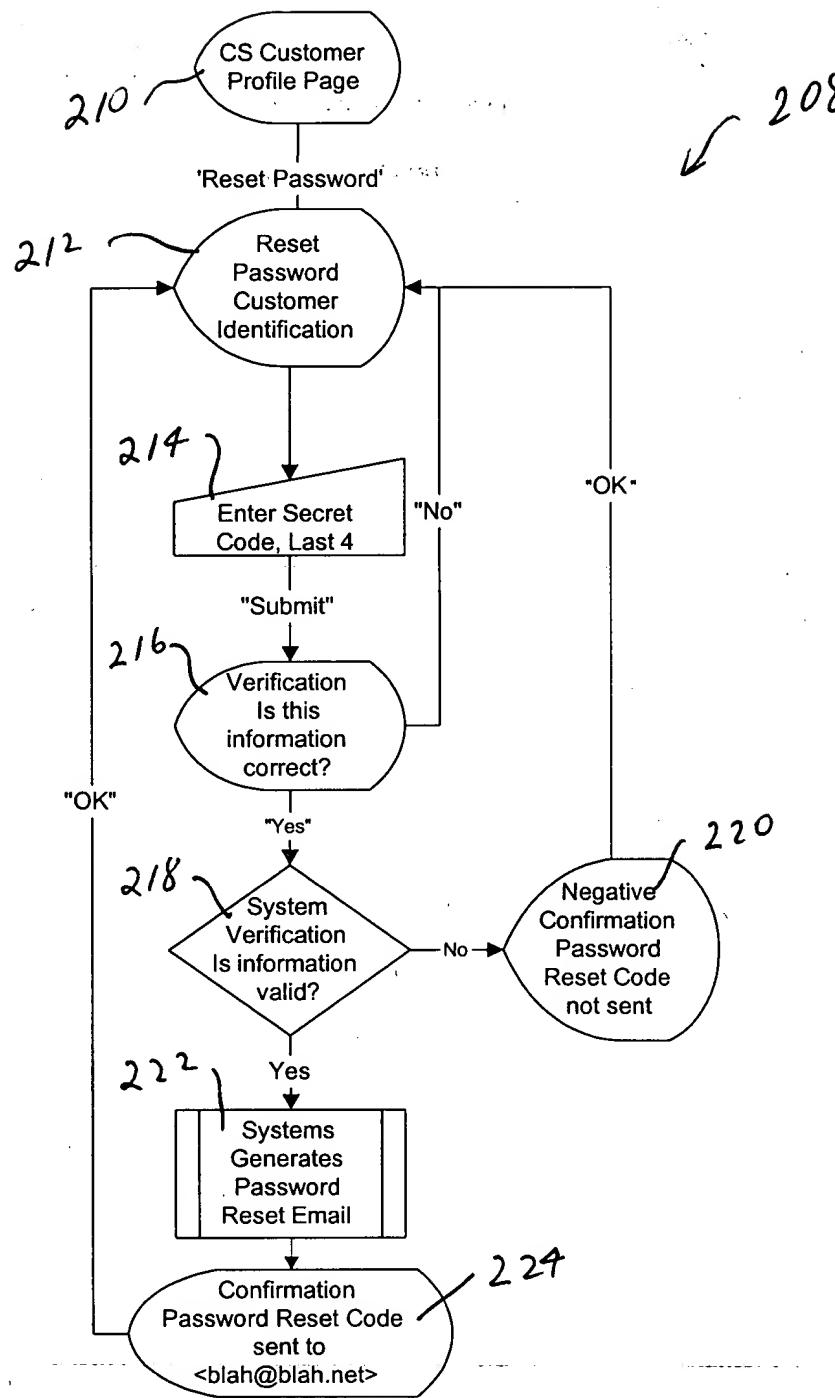
**Account Status**

Account Status	3	Date	00:00:00
Status Reason	0		
Available Balance	10	Total Postage Purchased	10
Last Print Date		Total Stamps Printed	
License Status		Date	
QA Envelope Status		Next Envelope Due	
Billing Plan	2	Next Statement Date	-1

**Contact Information**

Company Name	Goodwin		
Title			
Billing Address	2900 31ST STREET		
Billing City	SANTA MONICA	State	CA
Email	jgoodwin@stamps.com		
Phone #	3104084051	Alternate Phone #	
Fax #			
Comment:			
<input type="checkbox"/> Send Marketing Material			
<input type="button" value="Submit Changes"/>			

**FIG. 10**



**FIG. 11**

**Password Recovery Verification**

Please confirm that the following information is correct. If any information is incorrect, click <CANCEL> or the <Back> button on your browser to correct.

<b>Mother's Maiden Name</b>	Smith
<b>Last 4 digits of SS #</b>	9999
<b>Customer Contact Method</b>	Phone

**Submit** **Cancel**

FIG. 12

Last Name		First Name		Middle Name	
User Name		User ID		Meter #	
Email					

Meter Payment History					
Amount in Meter:		Amount Available:		Amount Disputed:	
Request #	Date	Payment Type	Amount	Status	Status Comment
1234567					

**FIG. 13**

232

Last Name	First Name	Middle Name
User Name	User ID	Meter #
Email		

**Meter Credit**

Amount will be added to customer's meter immediately.

Amount  .

Reason  Comments

FIG. 14

234

### Account Credit Verification

Hit the <Yes> button to complete the reversal of this transaction. If this information is incorrect, hit the <No> button.

Name on Account	John Doe
Credit Amount	\$100.25
Reason	Previous payment not added to postage balance
Comments	Verified with PA

FIG. 15

Last Name	First Name	Middle Name	
User Name	User ID	Meter #	
Email			
<b>Meter License</b>			
License #	Date of Application		
Licensing PO	Date of Approval		
PO Finance #	Date Hardcopy of		
Meter #	Application Received		
<b>Contact Information</b>			
Mailing Address			
Mailing City	Mailing State	Mailing Zip Code	
Physical Address			
Physical City	Physical State	Physical Zip Code	

238

FIG. 16

S 240

Last Name	First Name	Middle Name
User Name	User ID	Meter #
Email		
<b>Meter Status History</b>		
Date	Status	Reason
05/16/99	Active	License Approved

FIG. 17

Status	From	To	Subject	Date
Rejected	AR	Jdoe@hotmail.com	Billing Statement	<u>06/15/1999</u>
Sent-Client Receipt	AR	JADoe@juno.com	Billing Statement	<u>06/30/1999</u>
Queued	CS	JADoe@juno.com	Account Credit	<u>07/02/1999</u>

242

FIG. 18

246

[Home](#) | 
 [Search](#) | 
 [Customer Profile](#) | 
 [License Information](#) | 
 [Meter Payment History](#) | 
 [Withdraw Meter](#)  
[Instant Adjustment](#) | 
 [Email History](#) | 
 [Reset Password](#) | 
 [Adjust Account](#) | 
 [Fee Suspension](#)

Last Name:	First Name:	Middle Name:
User Name:	User ID:	Meter #:
Email:		

**Stamps.com Account History**

Account Status:	Balance Owed :			Days Outstanding:	
Statement #	Date of Charge	Amount	Service Plan ID	Payment Method	Payment Status
345678					Status Comments

FIG. 19

Last Name	First Name	Middle Name	
User Name	User ID	Meter #	
Email			
<b>Statement Details</b>			
Hello, John. Thank you for using Stamps.com. Recommend a friend and receive 10% off your next purchase. Ask our Customer Support Staff for more details.			
Total Postage Printed:	\$20.00	Postage Print to Date: \$100.00	
Postage Print Fee:	\$0.00		
Service Plan Fee:	\$0.00	purchased labels	
	\$10.00	purchased envelopes	
	\$3.00	shipping charges	
Other Credits:	\$0.00		
<b>Total Charges</b>	<b>\$18.25</b>		

FIG. 20

248

### Convenience Fee Suspension

Suspend Convenience Fees

<b>Time Period (in months)</b>	<input checked="" type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10 <input type="checkbox"/> 11 <input type="checkbox"/> 12
<b>Submit</b>	

250

FIG. 21

**Fee Waive Verification**

Hit the <Yes> butt n t c mplete the fee waive. If this inf rmati n is incorrect, hit the <N > butt n..

<b>Customer Name</b>	John Doe
<b>Suspend Fees for</b>	3 months

252

**FIG. 22**

256

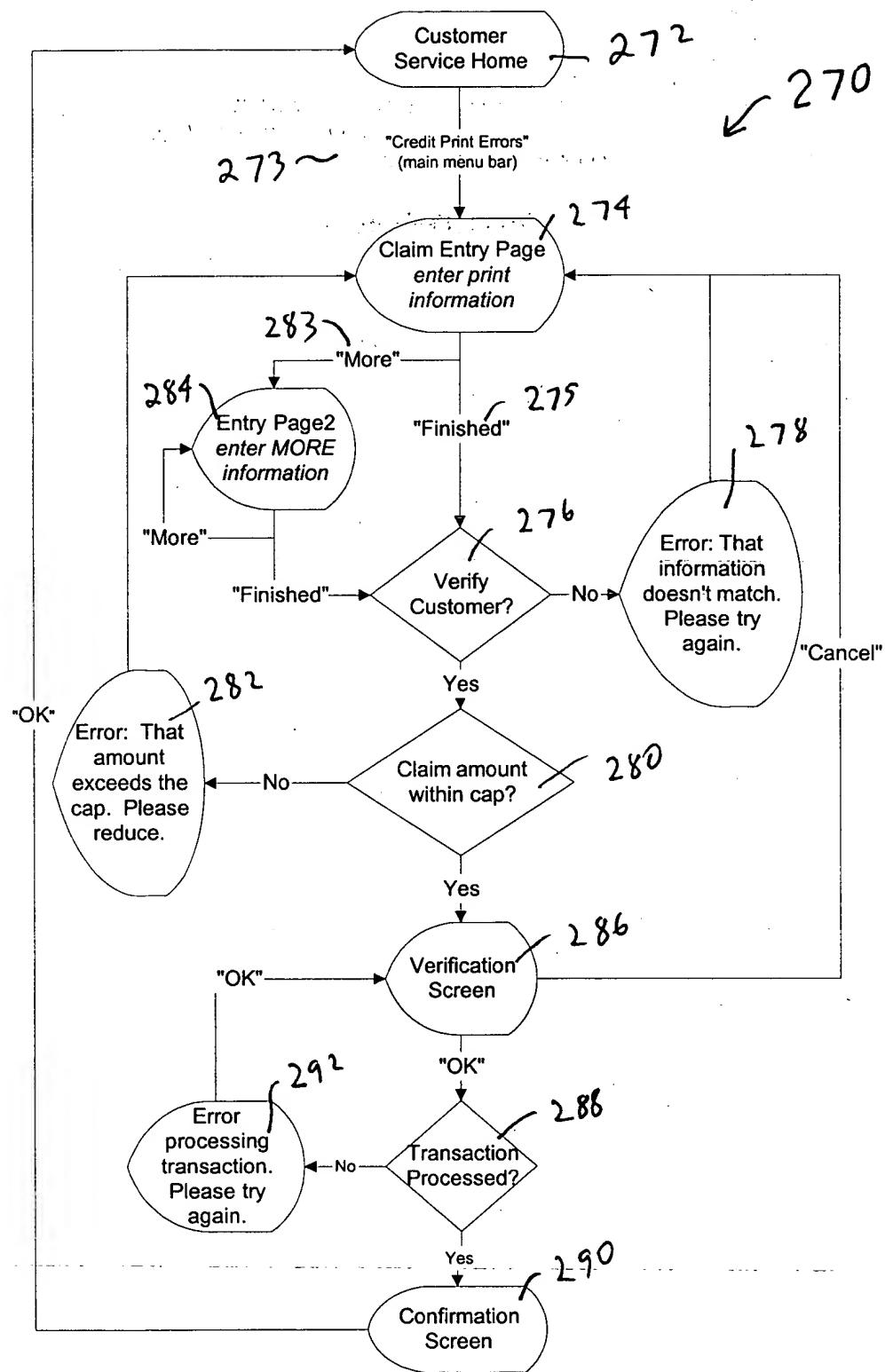
Last Name	First Name	Middle Name
User Name	User ID	Meter #
Email		

**Convenience Fee Adjustment**

**Convenience Fees - will be reflected in the customer's next statement**

Amount	<input type="text"/> . <input type="text"/>	Reason	Select One <input type="button" value="▼"/>
<input checked="" type="radio"/> Add to fees <input type="radio"/> Subtract from fees		Comments	<input type="text"/>

**FIG. 23**



**FIG. 24**

## Print Error Claim

Please enter information for each misprinted mailpiece.

Claim #

Spoils Cap.

\$20.00

Username

Claimed to Date

\$15.25

Email

Spoil #	Date	Amount	Readable?	Scannable?
1	//		<input type="checkbox"/>	<input type="checkbox"/>
2	//		<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	//		<input type="checkbox"/>	<input checked="" type="checkbox"/>
4	//		<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	//		<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	//		<input type="checkbox"/>	<input checked="" type="checkbox"/>
7	//		<input type="checkbox"/>	<input checked="" type="checkbox"/>

283 → More?      Finished 275

274

FIG. 24A

Print Error Claim - Additional Entries

Please enter information from each misprinted mailpiece.

<b>Claim #</b>	456722	<b>Spoils Cap</b>	\$20.00	
<b>Username</b>	JohnDoe	<b>Claimed to Date</b>	\$15.25	
<b>Email</b>	jdoe@juno.com			
<b>Spoil #</b>	<b>Date</b>	<b>Amount</b>	<b>Readable?</b>	<b>Scannable?</b>
8	/ /	_____.	<input type="checkbox"/>	<input type="checkbox"/>
9	/ /	_____.	<input type="checkbox"/>	<input type="checkbox"/>
10	/ /	_____.	<input type="checkbox"/>	<input type="checkbox"/>
11	/ /	_____.	<input type="checkbox"/>	<input type="checkbox"/>
12	/ /	_____.	<input type="checkbox"/>	<input type="checkbox"/>
13	/ /	_____.	<input type="checkbox"/>	<input type="checkbox"/>
14	/ /	_____.	<input type="checkbox"/>	<input type="checkbox"/>

**More?**    **Finished**

284

FIG. 24B

Print Error Claim Verification

Review the information below. If everything is correct, click <**Process**>. If there are any errors, click <**Back**> and correct them.

<b>Username</b>	JohnDoe
<b>Email</b>	jdoe@juno.com
<b>Claim #</b>	456782
<b>Claim Total</b>	\$13.33

**Process**    <<**Back**

288

FIG. 24C

286

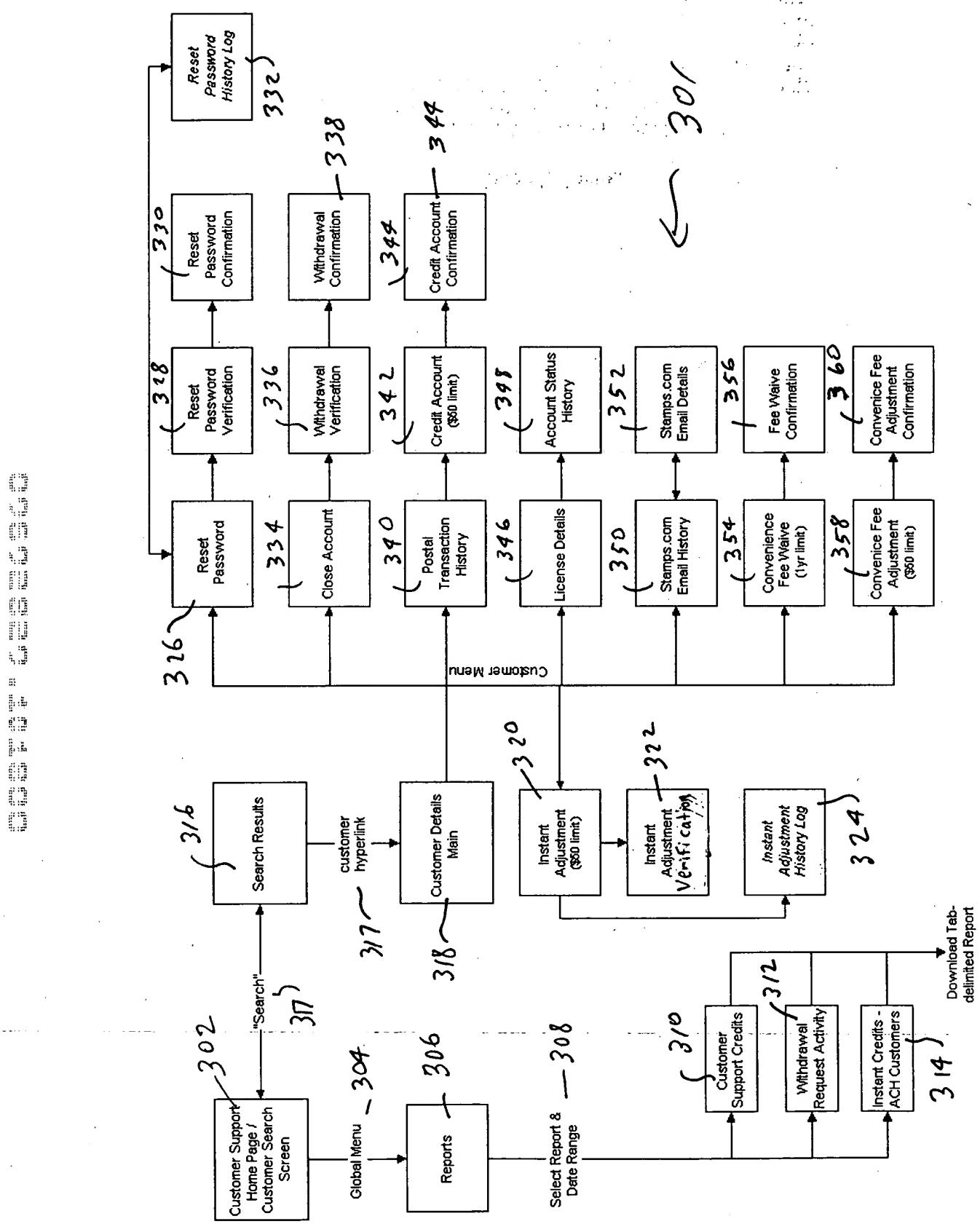


Fig. 25.



FIG. 25A

Home | Search | Customer Profile | Account History | License Information | Meter Payment History  
Withdraw Meter | Instant Adjustment | Email History | Reset Password

Last Name	First Name	Middle Name	
User Name	User ID	Meter #	
Email			

**Instant Adjustment**  
Instant Adjustment - will be processed immediately against the customer's account

Amount  .       Reason

Credit  
 Debit

Comments

FIG. 25B

## Instant Adjustment Verification

Please confirm that the following information is correct. If any information is incorrect, click <CANCEL> or the <Back> button on your browser to correct.

**Amount Given to Customer** \$15.00

**Reason** Overcharge of convenience fees

**Comments** Verified with AR

322

**FIG. 25C**

## Instant Adjustment History Log

Date	Claim #	Amount	CSR Name
06/15/1999	123456	\$1.33	Joe Smith
06/30/1999	234567	\$10.25	Jane Doe
07/02/1999	345678	\$5.50	Jim Brown

324

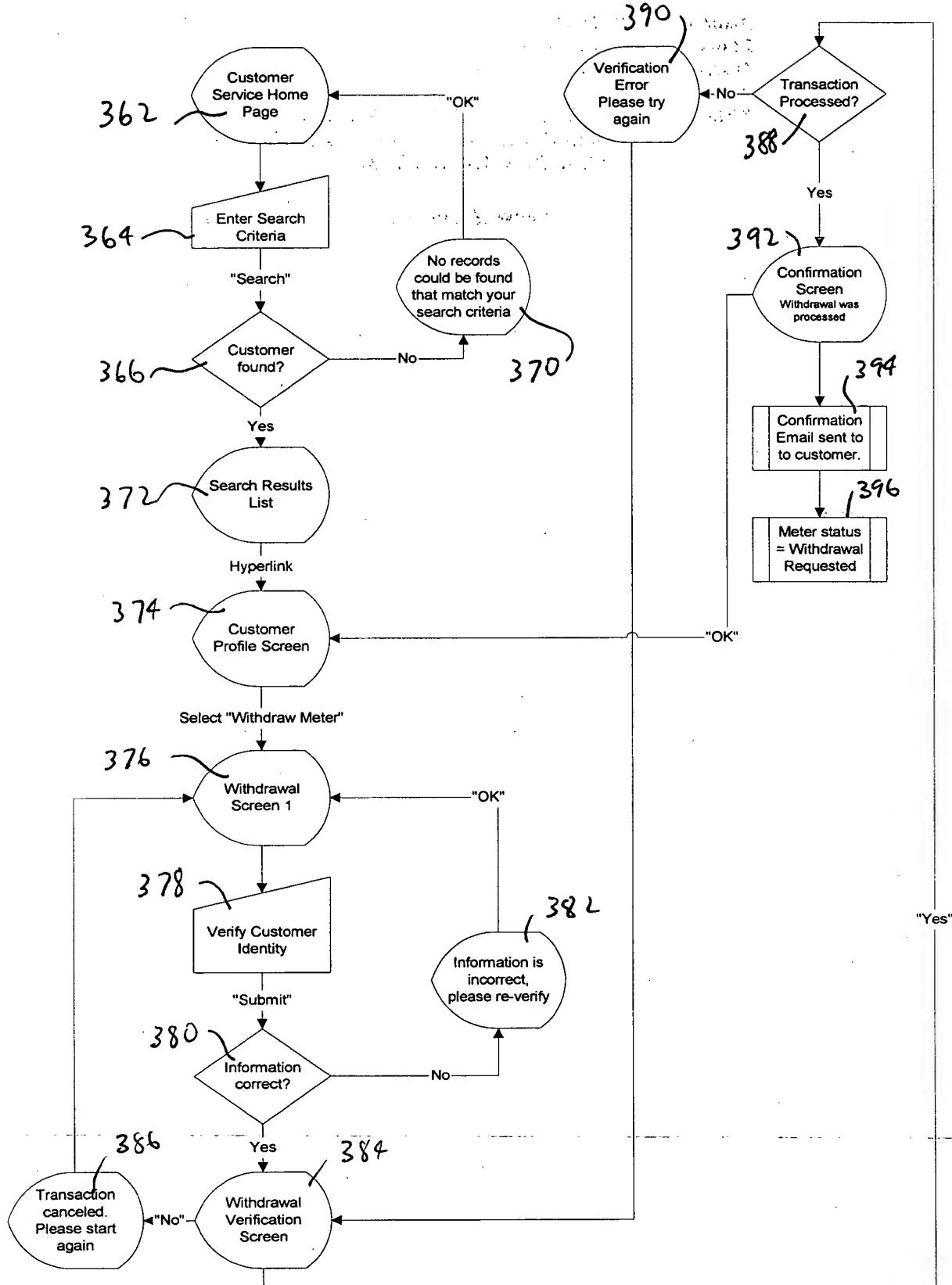
**FIG. 25D**

### Reset Password History Log

Date	Method of Reset	Attempts Needed	CSR Name
06/15/1999	Phone	2	Joe Smith
06/30/1999	Email	1	Jane Doe
07/02/1999	Client	1	

332

FIG. 25E



**FIG. 26**

Last Name	First Name	Middle Name	
User Name	User ID	Meter #	
Email			

**Withdraw Meter**

Provide the following information to withdraw the meter. If the customer can access the withdrawal feature in their software, they **MUST** initiate withdrawal there.

What is your (mother's maiden name)?

What are the last 4 digits of your (Employee Identification Number)?

Why are you cancelling your Stamps.com service?

What product/service will you now use for your postage needs?

Mail the refund to this Mailing Address

Address  2900 31st St.

City  Santa Monica State  CA Zip Code  90405

OK     Cancel

376

**FIG. 26A****Withdrawal Verification**

Do you really want to withdraw <John Doe>'s account  
and send the refund to:

<1234 Main Street  
Santa Monica, CA 90405>?

 Yes No

384

**FIG. 26B**

Reports

- Customer Support Credits
- Withdrawal Request Activity
- Instant Credits ACH Customers

Start Date:	Month <input type="button" value="▼"/>	Date <input type="button" value="▼"/>	Year <input type="button" value="▼"/>
End Date:	Month <input type="button" value="▼"/>	Date <input type="button" value="▼"/>	Year <input type="button" value="▼"/>
<input type="button" value="Run Report"/>			

306

FIG. 27

Customer Support Credits							
Date	Customer ID	Customer Name	CSR Name	Reason	Comment	Amount	Total

FIG. 27A

Withdrawal Requests Report							
Date	Meter #	Customer ID	Customer Name	Phone	Refund Amount	Reason	Manager Name
							Person who initiated
Count			Total				

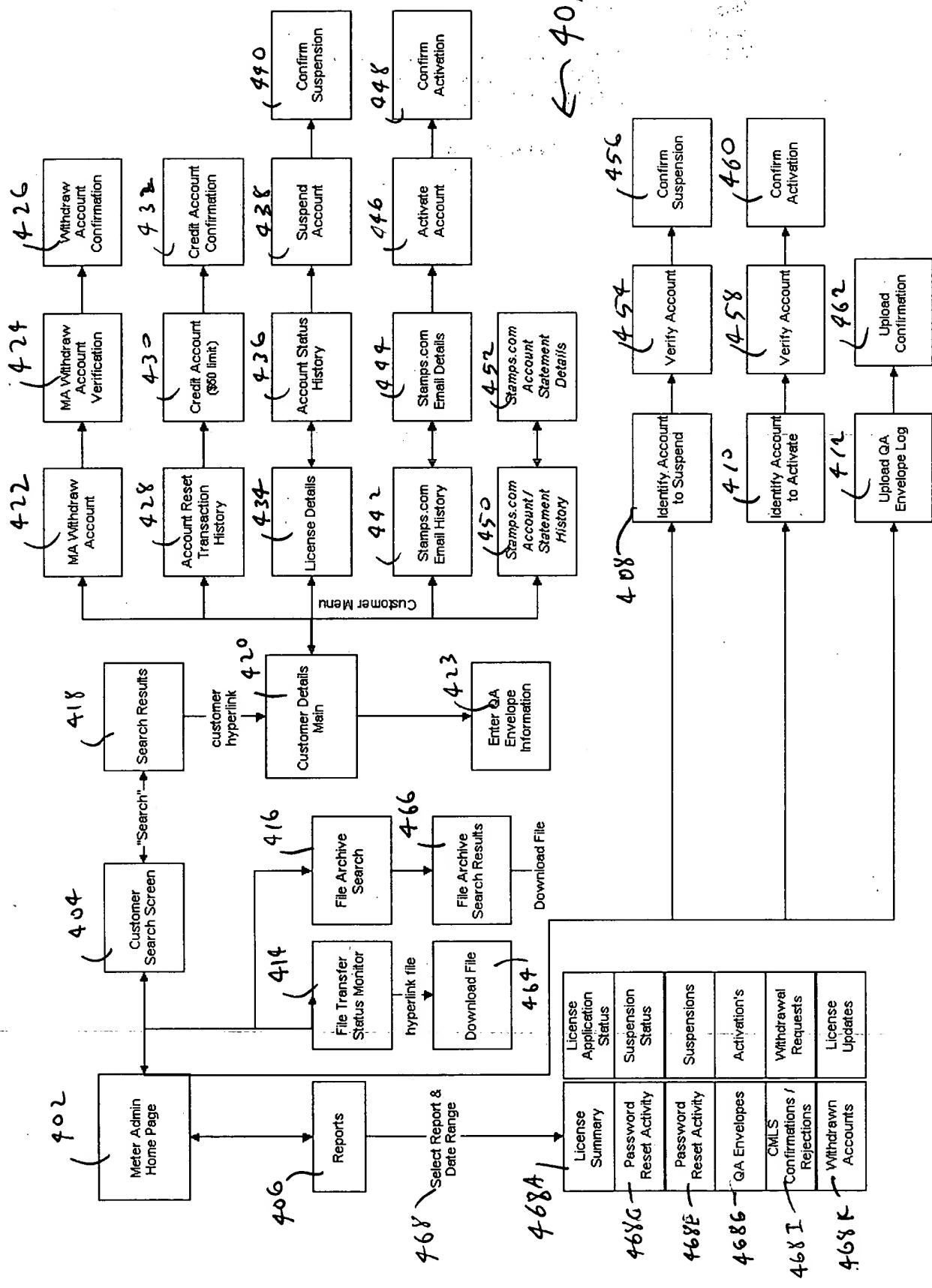
FIG. 27B

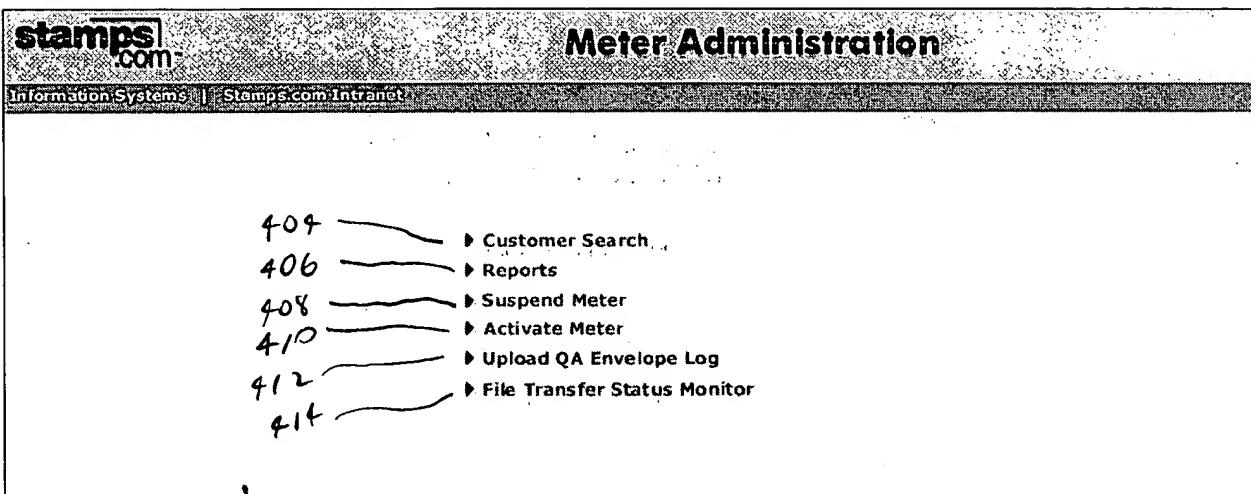
ACH Credits						
Date	Customer ID	Customer Name	CSR Name	Reason	Comment	Amount

Count	Total
-------	-------

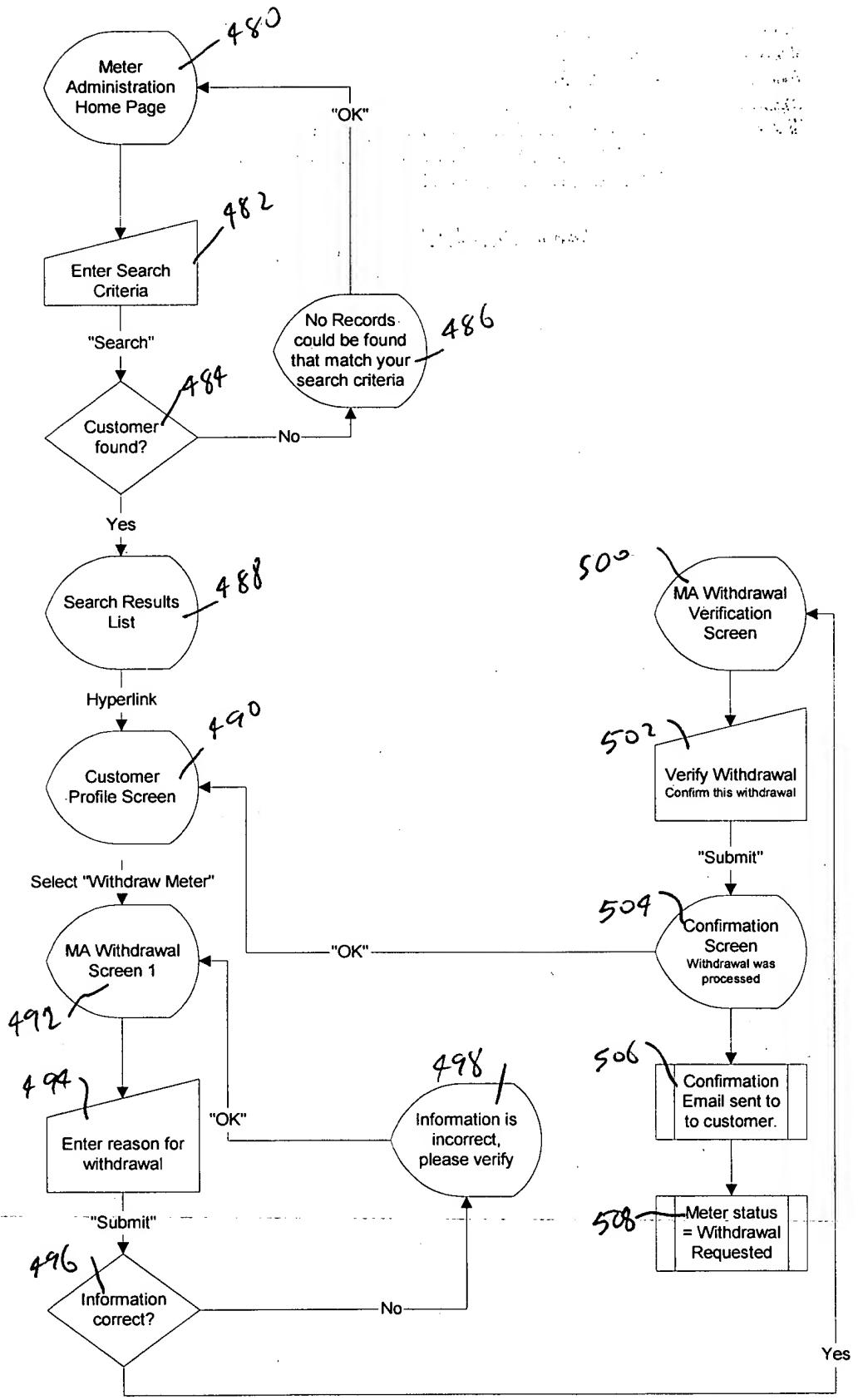
**FIG. 27C**





402

FIG. 28A



**FIG. 29**

Last Name	First Name	Middle Name
User Name	User ID	Meter #
Email:		

**Withdraw Meter**

Provide the following information to withdraw the meter.

Please enter a reason for withdrawal

What product/service will the customer now use for their postage needs?  
 Select

Mail the refund to this Mailing Address

Address

City  State  Zip Code

492

**FIG. 29A**

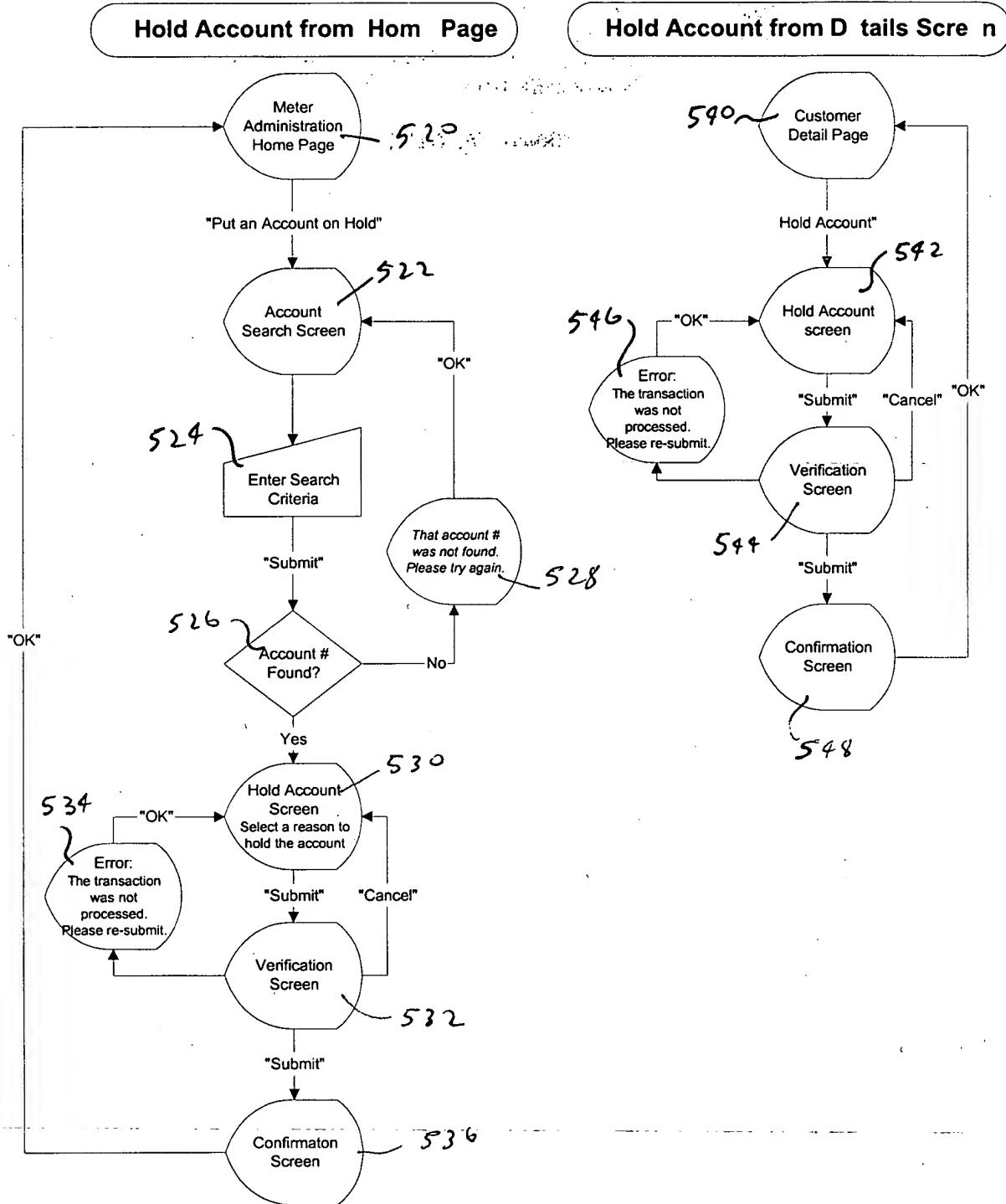
**Meter Withdrawal Verification**

Please confirm that the following information. If any information is incorrect, click <CANCEL> or the <Back> button on your browser to correct.

Reason for Withdrawal	Service does not work.
Product/ Service Customer will now use	None
Refund Address	2900 31st Street Santa Monica, CA 90405

502

**FIG. 29B**



**FIG. 30**

**FIG. 31**

Account Search

Enter search criteria.

Account #

Username

Email Address

Search Cancel

522

FIG. 30A

Hold Account

Select a reason to put the account on hold and click the <Submit> button.

Reason for Hold: QA Envelope Not Received

Comments:

Submit Cancel

530

FIG. 30B

**Hold-Account Verification**

Review the information below. If everything is correct, click <Process>. If there are any errors, click <Back> and correct them.

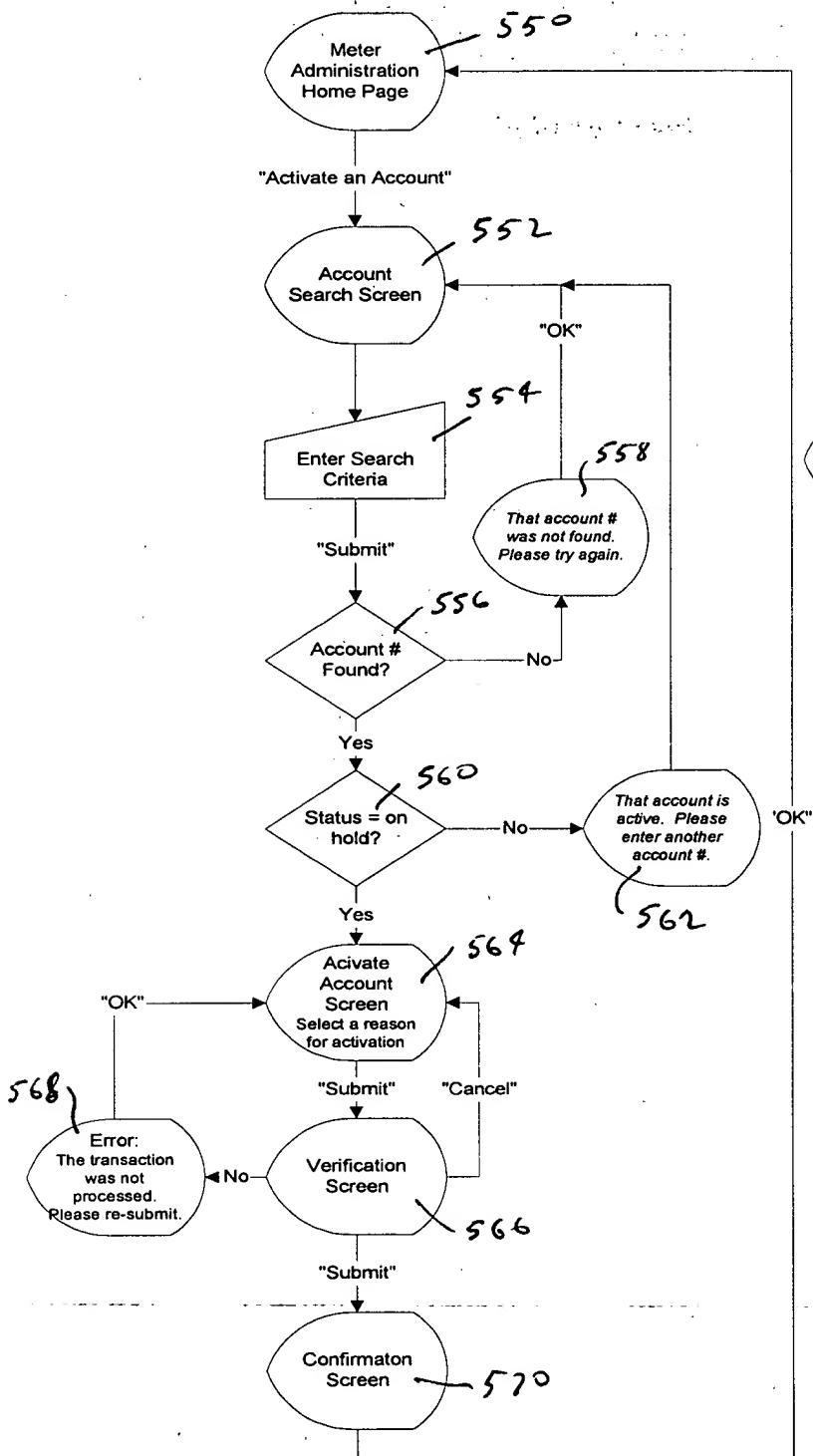
<b>Account #</b>	300123
<b>Reason for Suspension</b>	QA Envelope Not Received
<b>Comments</b>	QA Envelope 20 days late.

**Process**    **<<Back**

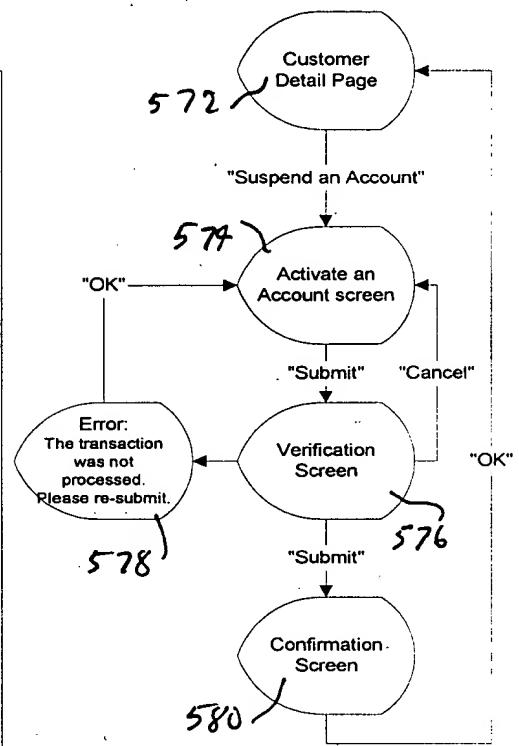
532 }

**FIG. 30C**

### Activat Account from Hom Pag



### Activate Account from Details Screen



**FIG. 32**

**FIG. 33**

## Activate an Account

Select a reason to activate the account and click the <Submit> button. To select multiple reasons, use the <CTRL> or <SHIFT> key.

Status: Account Hold - No QA Envelope      Account Hold - Payment Problem      Account Hold - Administrative Problem

Comments:

John Doe 6/16/99 - The QA Envelope is 20 days over due.  
Jane Doe 6/17/99 - Convenience Fee payment was declined by credit card.  
John Doe: 6/19/99 - Suspected Fraud

Reason for Activation: QA Envelope Passed

- Postage Purchase Approved
- Payment Problem Resolved
- Postage License Application Received
- Postage License Reinstated
- Administrative Problem Resolved

Comments:

Submit

Cancel

564

FIG. 32A

## Activate an Account Verification

Review the information below. If everything is correct, click <Process>. If there are any errors, click <Back> and correct them.

Account #

300123

Status

Account Hold - No QA Envelope  
Account Hold - Payment Problem  
Account Hold - Administrative Problem

Reason for Activation

QA Envelope Passeed  
Adminisitrative Problem Resolved  
Payment Problem Resolved

Comments

QA Envelope passed scan.

Suspected fraud turned out to be another family member who did not know the password.

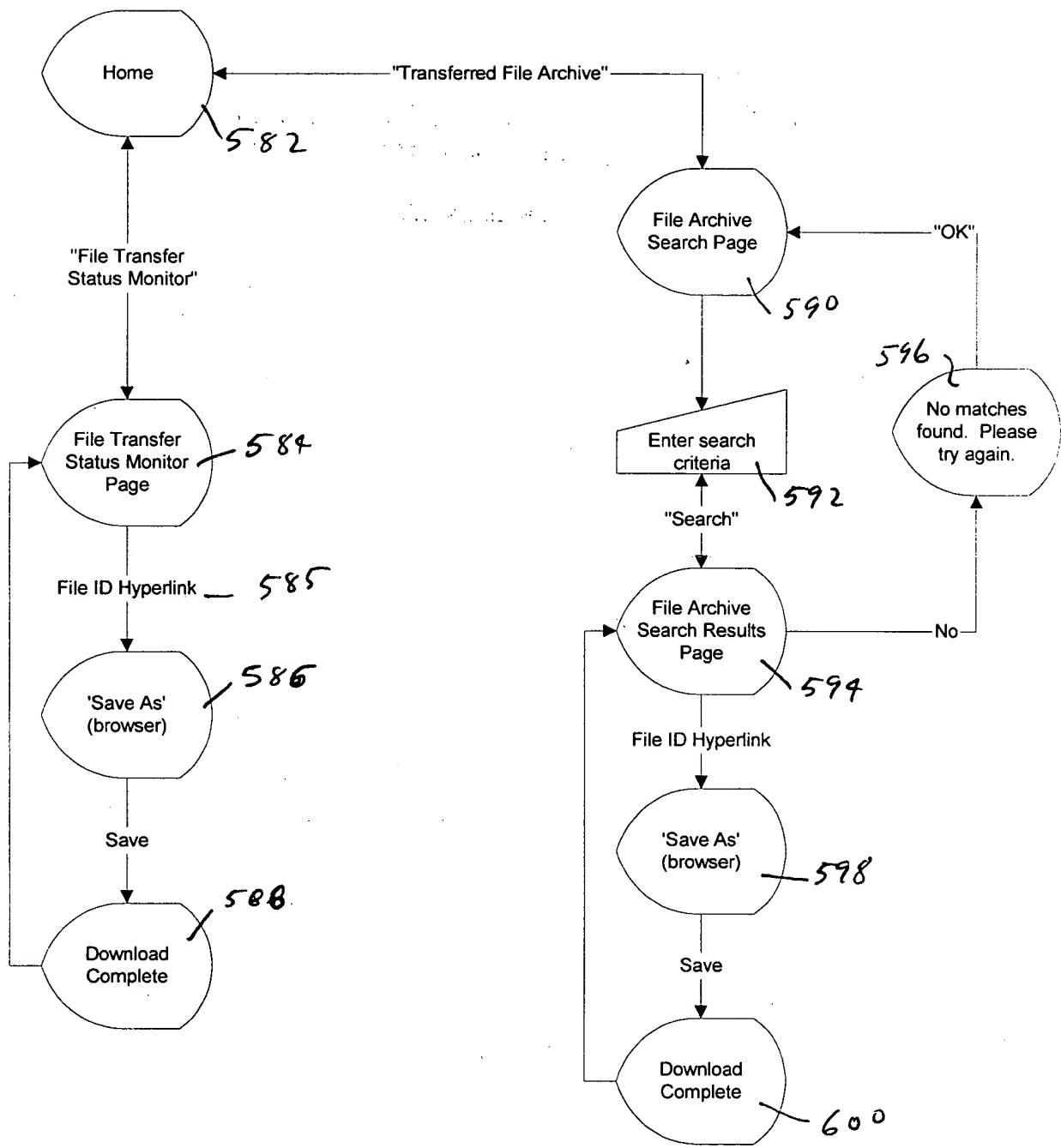
Credit Card company honored the payment.

Process

<<Back

566

FIG. 32B



**FIG. 34**

584

**File Transfer Status Monitor**

September 9, 1999

Current Time: 08:50:09

585C

585B

585A

585A

CMLS						
Scheduled Time	Status Date	Date Time	Upload/Download	Status	File ID	File Type
06:30	09/09/1999	06:31	Upload	Sent OK	345909099	License Applications
06:50	09/09/1999	06:51	Download	Retrieved OK	345909099	Acknowledgement
08:40	09/09/1999	11:33	Download	Retrieved OK	345909099	License Approvals
08:30	09/09/1999	08:31	Upload	Sent OK	345909100	License Applications
08:50	09/09/1999	08:50	Download	In Process	345909100	Acknowledgement
			Download	Not Processed	345909100	License Approvals
			Upload	Not Processed	345909101	License Applications
			Download	Not Processed	345909101	Acknowledgement
			Download	Not Processed	345909101	License Approvals
			Upload	Not Processed	345909102	License Applications
			Download	Not Processed	345909102	Acknowledgement
			Download	Not Processed	345909102	License Approvals
			Upload	Not Processed	345909103	License Applications
			Download	Not Processed	345909103	Acknowledgement
			Download	Not Processed	345909103	License Approvals
			Upload	Not Processed	345909104	License Applications

CMRS						
Scheduled Time	Status Date	Date Time	Upload/Download	Status	File ID	File Type
08:47	09/09/1999	08:50	Upload	In Process	8949594	Meter Resetting File
08:46	09/09/1999	08:50	Upload	Line Busy - Retry #1	855940563	Address Movement File
08:44	09/09/1999	08:50	Upload	ERROR - File Upload	58940300a	License Movement File

Citibank ACH						
Scheduled Time	Status Date	Date Time	Upload/Download	Status	File ID	File Type
			Upload	Not Processed	0909995050500	ACH Transfers
16:15			Download	Not Processed	0909995050500	Acknowledgment
16:20			Download	No Files		Returns File
08:00	09/09/1999	08:02	Download	Not Processed		Returns File
10:30			Download	Not Processed		Returns File
14:00			Download	Not Processed		Returns File
11:30			Upload	Not Processed	5x95	Password File

Citibank ACH						
Scheduled Time	Status Date	Date Time	Upload/Download	Status	File ID	File Type
16:15			Upload	Not Processed	0909995050500	ACH Transfers
16:20			Download	Not Processed	0909995050500	Acknowledgment
08:00			Download	Not Processed	09099950	Returns File

**FIG. 34A**

Status	Definition
<b>Normal Process</b>	
Not Processed	The file has not been created yet.
In Progress	File transfer is in process
Sent OK	File upload is complete
Retrieved OK	File download is complete
No Files	No files found during check (ACH only)
<b>Delays</b>	
File Missing - Retry #n (n = 1-3)	Download file not found during initial check, will retry up to 3 times
Line Busy - Retry #n (n = 1-3)	Encountered a busy signal on the first attempt, will retry up to 3 times
<b>Errors</b>	
Cannot Connect!	The line picked-up but could not establish a connection.
Cannot Find Files!	Download file not located after the third attempt.
Line Busy!	All retry attempts encountered a busy signal.
Transfer Incomplete!	File transfer was aborted while upload/download in process.
No-Dial-Tone!	There is no dial-tone from the modem.

FIG. 34B

586

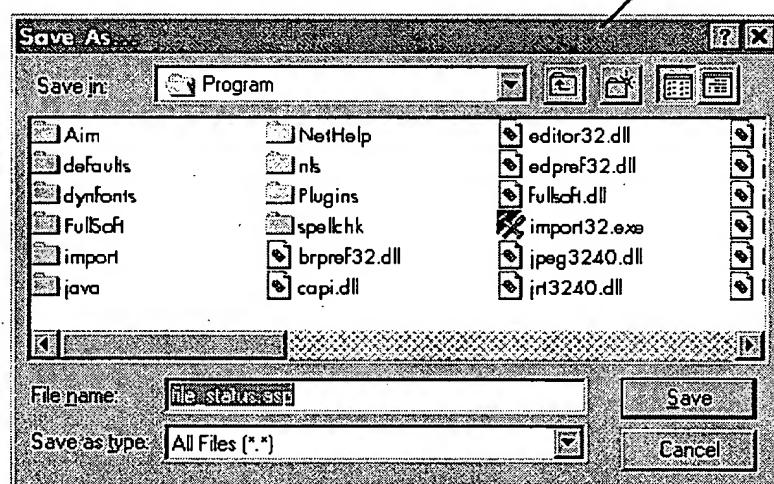


FIG. 34C

590 —

**File Archive Search**

**Scheduled Date**

**Scheduled Time**

**File ID**

**File Status**  
 ---ALL---

**File Type**   
 ---ALL---

**FIG. 34D**

594 )

**File Search Results**

Date/Time	File ID	Status	File Type
06/16/1999 07:30 AM	<a href="#">1234567</a>	Processed	License Notification
06/16/1999 09:30 AM	<a href="#">1234568</a>	Sent OK	License Applications
06/16/1999 11:30 AM	<a href="#">1234569</a>	Processed	Acknowledgment
06/16/1999 01:30 PM	<a href="#">1234570</a>	Processed	Update Notification
06/16/1999 03:30 PM	<a href="#">1234571</a>	Sent OK	License Updates
06/16/1999 05:30 PM	<a href="#">1234572</a>	Processed	License Notification
06/16/1999 07:30 PM	<a href="#">1234573</a>	Processed	Acknowledgment
06/16/1999 09:30 PM	<a href="#">1234574</a>	Processed	License Notification
06/16/1999 11:30 PM	<a href="#">1234575</a>	Sent OK	License Applications
06/17/1999 01:30 AM	<a href="#">1234576</a>	Sent OK	License Applications

**FIG. 34E**

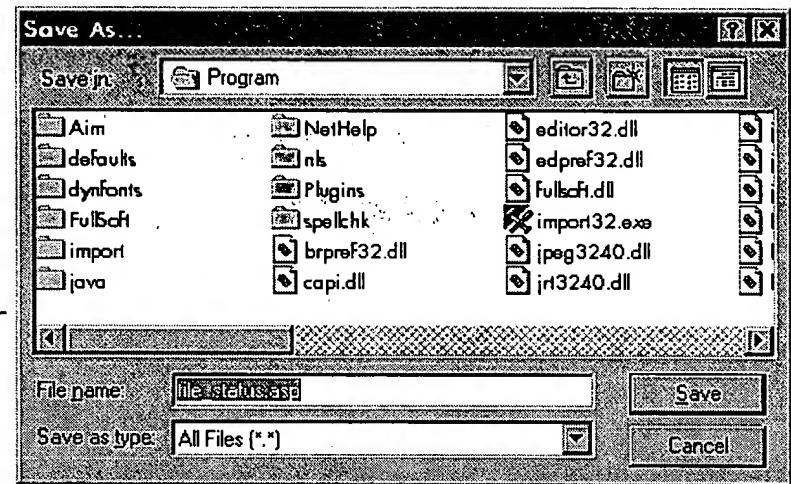
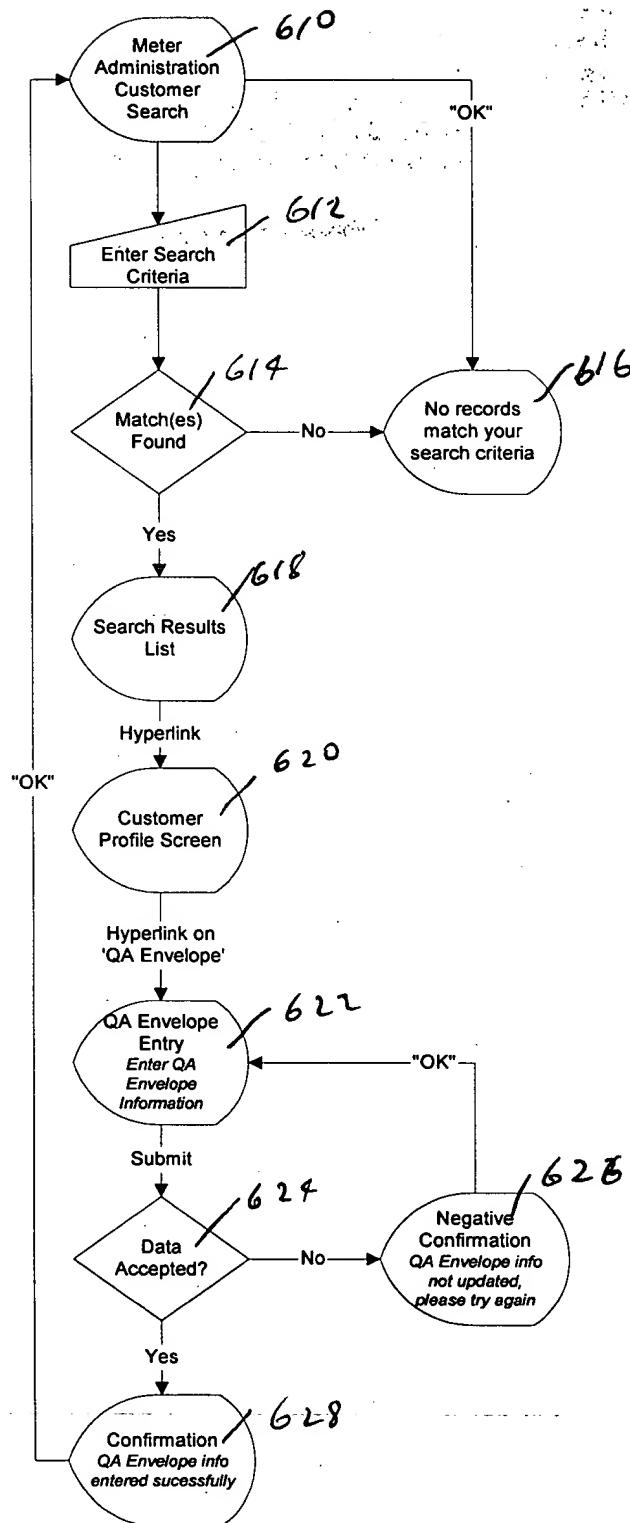


FIG. 34F



**FIG. 35**

**QA Envelope Entry**

**Please Enter QA Envelope Information:**

**Postmark Date**  (Enter 00 if envelope not received)

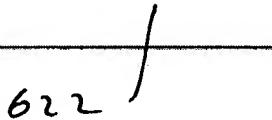
**Status**

00 Passed

01 Not Passed, bad indicia  
02 Indicia scanned, but misprinted  
03 FIM Error  
04 Address Error  
05 Postnet Barcode Error  
06 Damaged Envelope, not scannable, looks OK

**Submit**

622



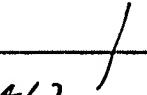
**FIG. 35A**

**Upload the QA Envelope Log**

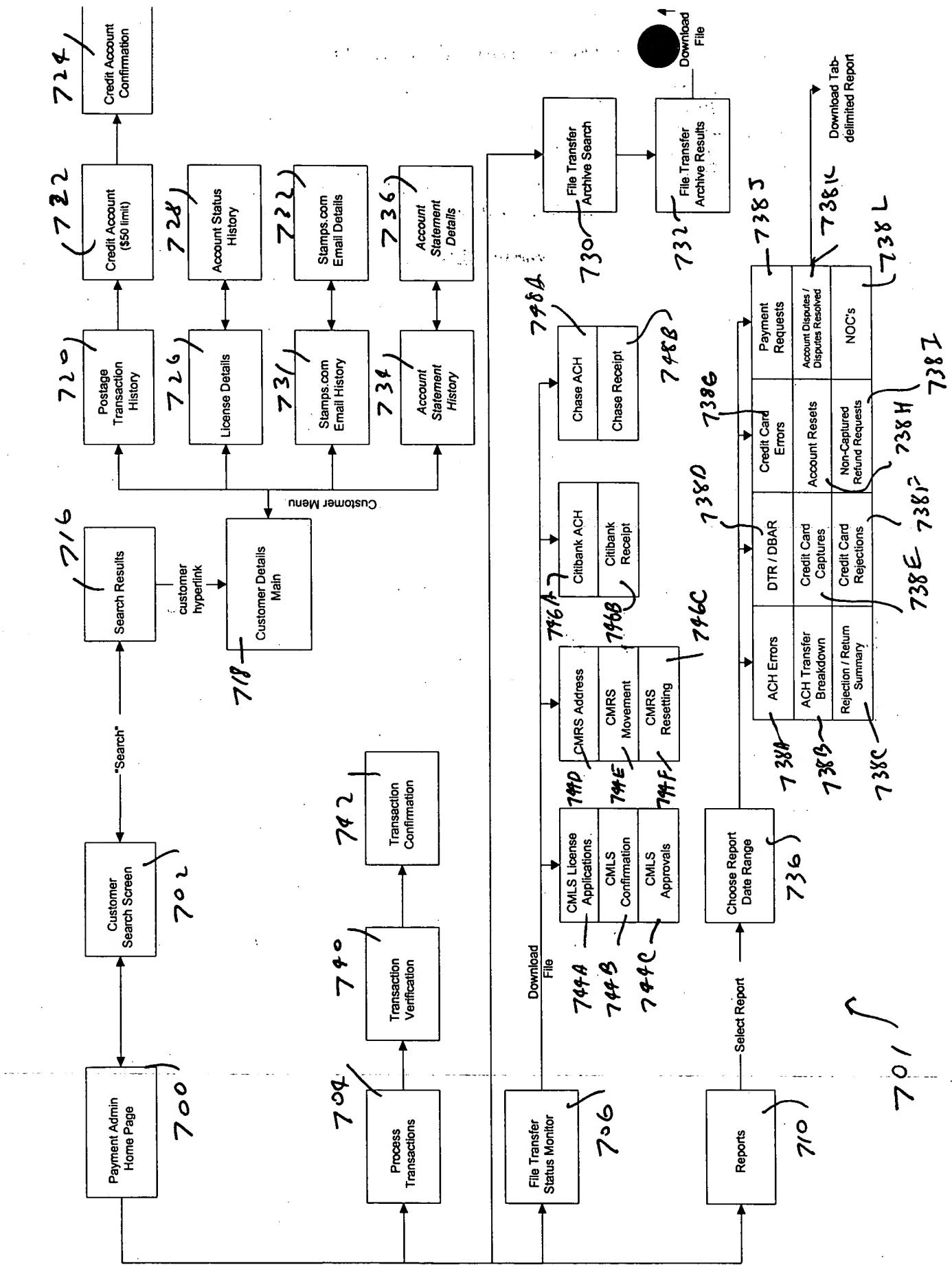
Enter the file location  **Browse**

**OK** **Cancel**

412



**FIG. 35B**



License Summary				
Customer ID	Customer Name	Meter Number	License Number	Date Granted

968A } FIG. 36A

Historical Summary							
Customer ID	Customer Name	Meter Number	Date Rejected	Reason	Current License (Y/N)	Date Granted	License Number

968B } FIG. 36B

Customer Collateral / QA Envelope					
Customer ID	Meter Number	Item Scanned	Date Received	Status Code	Status Description
		Beta paperwork, 3601A hardcopy, QA enveloper			

186G } FIG. 36C

Application Rejection					
Customer ID	Meter Number	Problem Type	Error Code	Error Code Explanation	Application ID#
		Basic integrity check, edit check, application format check			
<b>Count</b>					

968I } FIG. 36D

Withdrawn Meters Report							
Date of Request	Meter #	Customer ID	Customer Name	Phone	Refund Amount	Pending Transaction ID #	Manager Name
Withdrawn Meters							
						N/A	Person who initiated
	Count				Total		(if applicable)
Meters that could not be Withdrawn							
	Count				Total		

968K } FIG. 36E

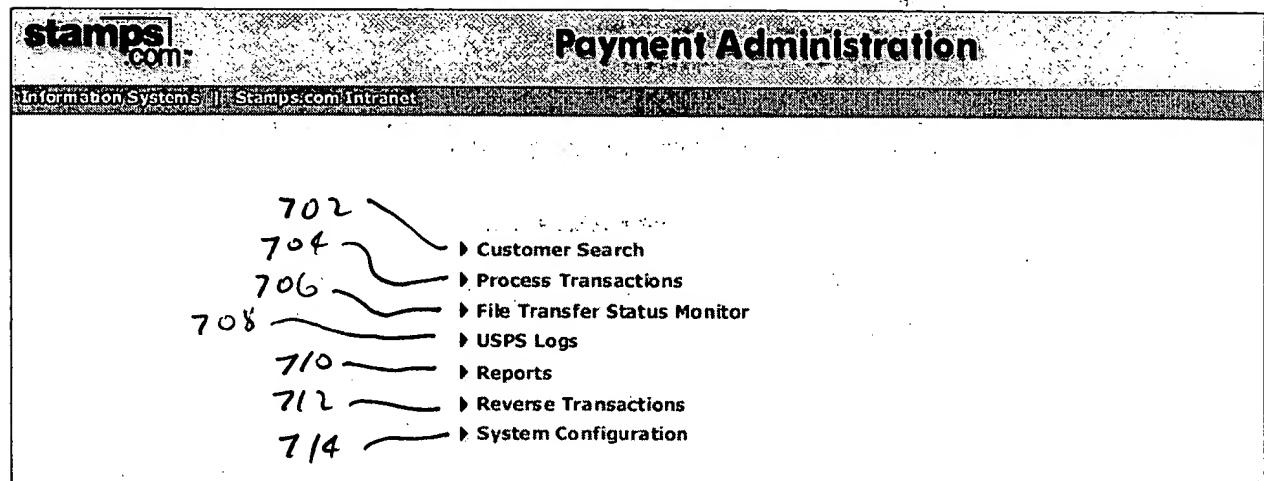
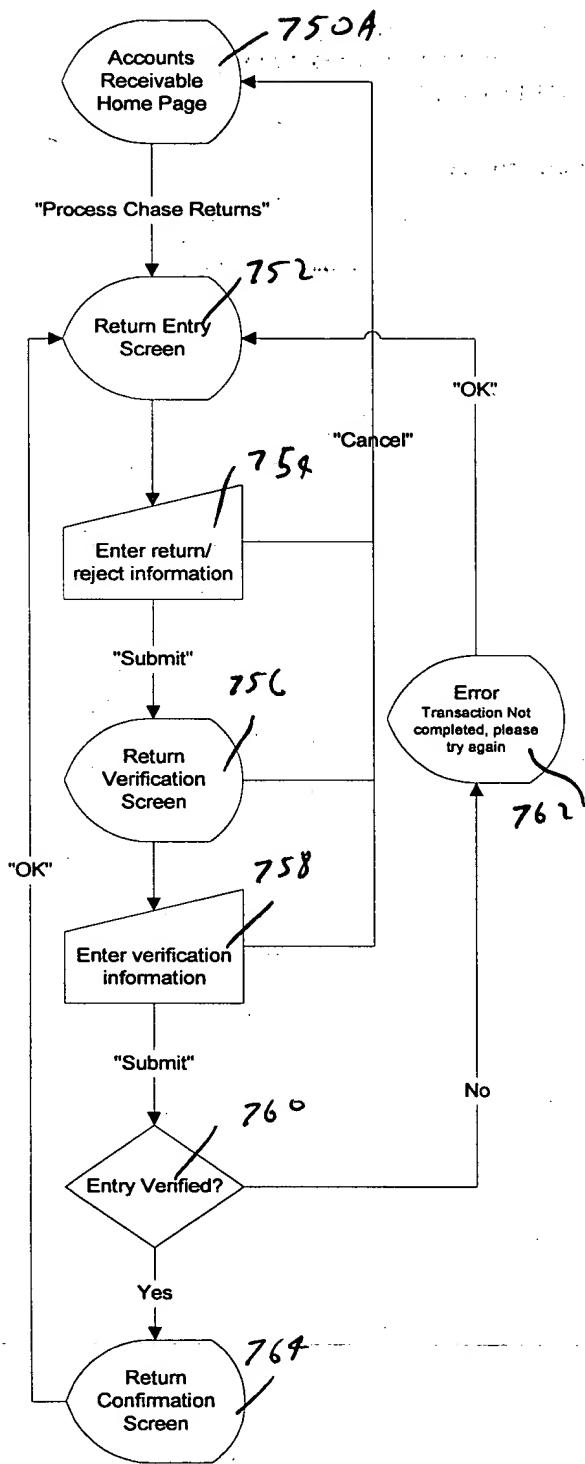
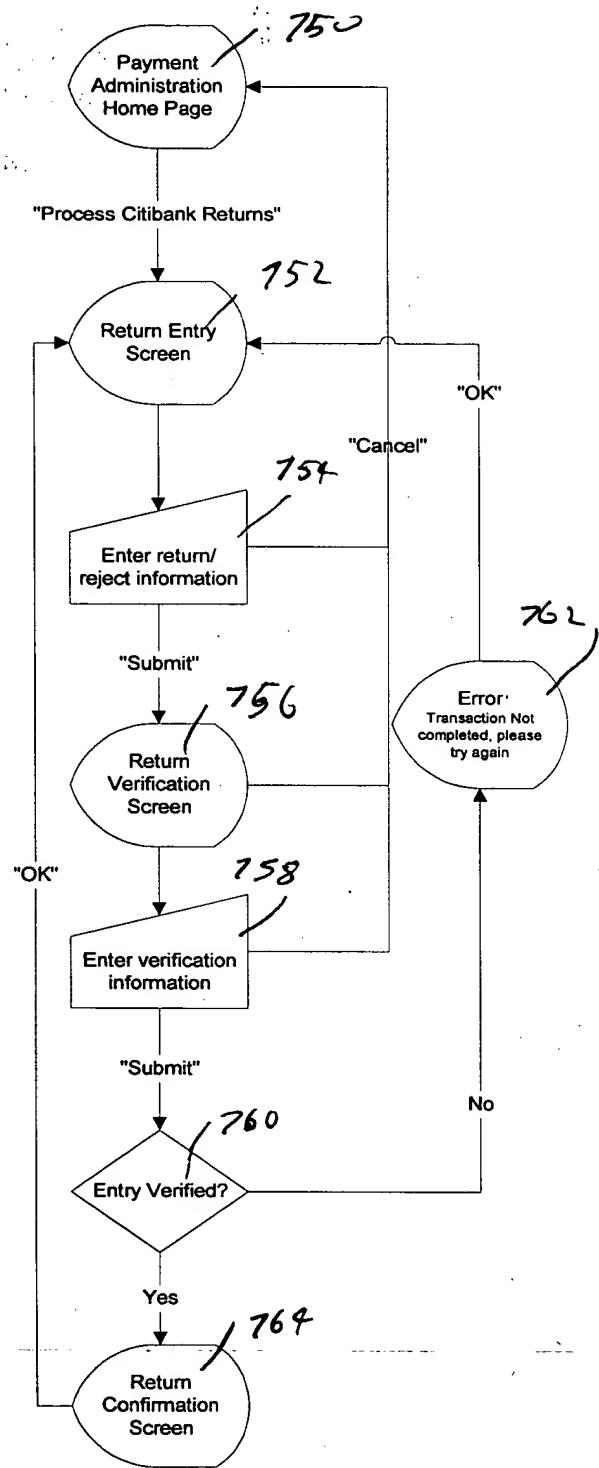


FIG. 37A

**Chase - Fees**



**Citbank - Postage**



**FIG. 38B**

**FIG. 38A**

## ACH Transaction Rejections and Returns

Enter the Transaction ID # and Process Date

**Transaction ID #**

**Process/ Effective Date**

**Select a Code**

**NACHA CODE**

R01 - Return for NSF



**Submit**

**Cancel**

754

**FIG. 38C**

## NACHA Return and Rejection Codes

ACH Code	Reason
R01	Insufficient Funds
R02	Account Closed
R03	No Account/Unable to Locate Account
R04	Invalid Account Number
R05	Reserved
R06	Returned per ODFI's Request
R07	Authorization Revoked by Customer (adjustment entries)-
R08	Payment Stopped
R09	Uncollected Funds
R10	Customer Advises Not Authorized (adjustment entries)
R11	Check Truncation Entry Return (Specify)
R12	Branch Sold to Another DFI
R13	RDFI Not Qualified to Participate/ Routing Number not Valid
R14	Account-holder Deceased (Representative Payee Deceased or Unable to Continue in that Capacity)
R15	Beneficiary Deceased
R16	Account Frozen
R17	File Record Edit Criteria (Specify)
R18	Improper Effective Entry Date
R19	Amount Field Error
R20	Non-Transaction Account
R21	Invalid Company identification
R22	Invalid Individual ID Number

**FIG. 38D**

R23	Credit Entry Refused by Receiver
R24	Duplicate Entry
R25	Addenda Error
R26	Mandatory field Error
R27	Trace Number Error
R28	Routing Number Check Digit Error
R29	Corporate Customer Address Not Authorized
R30	RDFI Not Participant in Check Truncation Program
R31	Permissible Return Entry (CCD and CTX only)
R32	RDFI Non-Settlement
R33	Return of XCK Entry
R34	Limited Participation DFI
R35	Return of Improper Debit Entry
R40	Non-Participant in ENR Program (ENR only) [Return of ENR Entry by Federal Government Agency (ENR Only)]
R41	Invalid Transaction Code (ENR only)
R42	Routing Number/Check Digit Error (ENR only)
R43	Invalid DFI-Account Number (ENR only)
R44	Invalid Individual ID Number (ENR only) [Invalid Individual ID Number/Identification Number (ENR only)]
R45	Invalid Individual Name (ENR only) [Invalid Individual Name./Company Name (ENR only)]
R46	Invalid Representative Payee Indicator (ENR only)
R47	Duplicate Enrollment (ENR Only)
C01	Incorrect DFI Account Number
C02	Incorrect Routing Number
C03	Incorrect Routing Number and Incorrect DFI Account Number
C04	Incorrect Individual Name/ Receiving Company Name
C05	Incorrect Transaction Code
C06	Incorrect DFI Account Number and Incorrect Transaction Code
C07	Incorrect Routing Number, Incorrect DFI Account Number, and Incorrect Transaction Code
C08	Reserved
C09	Incorrect Individual Identification Number
C10	Incorrect Company Name
C11	Incorrect Company Identification
C12	Incorrect Company Name and Incorrect Company Identification
C13	Addenda Format Error

**FIG. 38D (continued)**

## ACH Transaction Verification

Please confirm that the following information appears on the fax. If any information is incorrect, click <CANCEL> or the <Back> button on your browser to correct.

Name on Account	John Doe
Transaction Amount	100.25
Process Date	06/16/1999
NACHA CODE	R-01 - Return

Please re-enter the Transaction ID # and submit

Transaction ID #

760      FIG. 38E

## ACH Payment Rejected/Returned Report

Meter Number	Customer ID	Transaction ID	Request Date	Type	Amount
				reject/return	
Count				Total	

738A      FIG. 39A

## ACH Transfer Breakdown Report

Meter Number	Customer ID	Transaction ID	Request Date	Amount
<b>Free Postage Transfers</b>				
Count				Total
<b>Merchant Postage Transfers</b>				
Count				Total
<b>Spoilage and Other Transfers</b>				
Count				Total

738B      FIG. 39B

Rejection / Return Summary Report						
Meter Number	Customer ID	Transaction ID	Reject Date	Type	Reason	Amount
				Reject/Return		

FIG. 39C

738C

Captured Credit Card Payments					
Meter Number	Customer ID	Transaction ID	Request Date	Capture Date	Amount
Count			Total		

FIG. 39D

738D

Credit Card Payment Rejected/Returned Report						
Meter Number	Customer ID	Transaction ID	Request Date	Type	Reason Code	Amount
				reject/return		
Count			Total			

FIG. 39E

738F

Meter Resets Report						
Meter Number	Customer ID	Transaction ID	Request Date	Reset Date	Amount	
Count			Total			

FIG. 39F

738H

738D

**Activity Date:** date  
**To:** United States Post Office  
Ms. Sheryl L. Stone  
Accounting Service Center - Finance Branch  
2825 Lone Oak Parkway, Eagan MN 55121-9610  
**Telephone:** 651-406-1103  
**Fax:** 651-406-1259  
**From:** Stamps.com  
**Name:**  
**Address:**  
**Telephone:** #####  
**Fax:** #####

Ref #	Description
1	Previous Day Ending Account Balance
2	(+) EFT Collections From Lockbox Bank
3	(+) Credit Card Collections
4	(-) Credit Card Fees
5	(-) Total Meter Resettings
6	(-) EFT Reversals
7	(-) Credit Card Charge Backs
8	(-) Postage Refunds
9	(+/-) Miscellaneous Adjustments
10	(-) Meter Company Funds
11	Ending Account Balance

**FIG. 39G**

Stamps.com		
Detail for the Daily Bank Activity Reconciliation (DBAR)		
<b>Activity Date:</b>		
<b>Resubmitted Transactions for Meters Previously Reset but Subsequently Reversed</b>		
Resubmission Date	Meter ID	Amount
		\$
<b>Postage Purchases Processed for License Applications Pending Approval (Resetting to be Reported Upon Approval)</b>		
Process Date	Meter ID	Amount
		\$
<b>Meter Resettings for Approved License Applications where Postage Purchases had Previously Been Processed</b>		
Reset Date	Meter ID	Amount
		\$
		\$
<b>Rejected Transactions</b>		
Effective Date	Meter ID	Amount
		\$
		\$
<b>Returned and Retired Transactions</b>		
Process Date	Meter ID	Amount
		\$
		\$
<b>Credit Card Charge Backs</b>		
Process Date	Meter ID	Amount

FIG. 39H

Non-Captured Refund Requests					
Meter Number	Customer ID	Original Transaction ID	Original Transaction Date	Amount	Date Quitt
Count		Total			

7 38 2 FIG. 39I

Payment Requests Report						
Meter Number	Customer ID	Transaction ID	Request Date	Type	Amount	Meter Status
				ACH/Visa/MC		
Count						Total Status Count

738J

FIG. 39J

Account Disputes Resolved							
Meter Number	Customer ID	Transaction ID	Transaction Date	Amount	Date Resolved	Conclusion	Reason
Count						Total	

738K

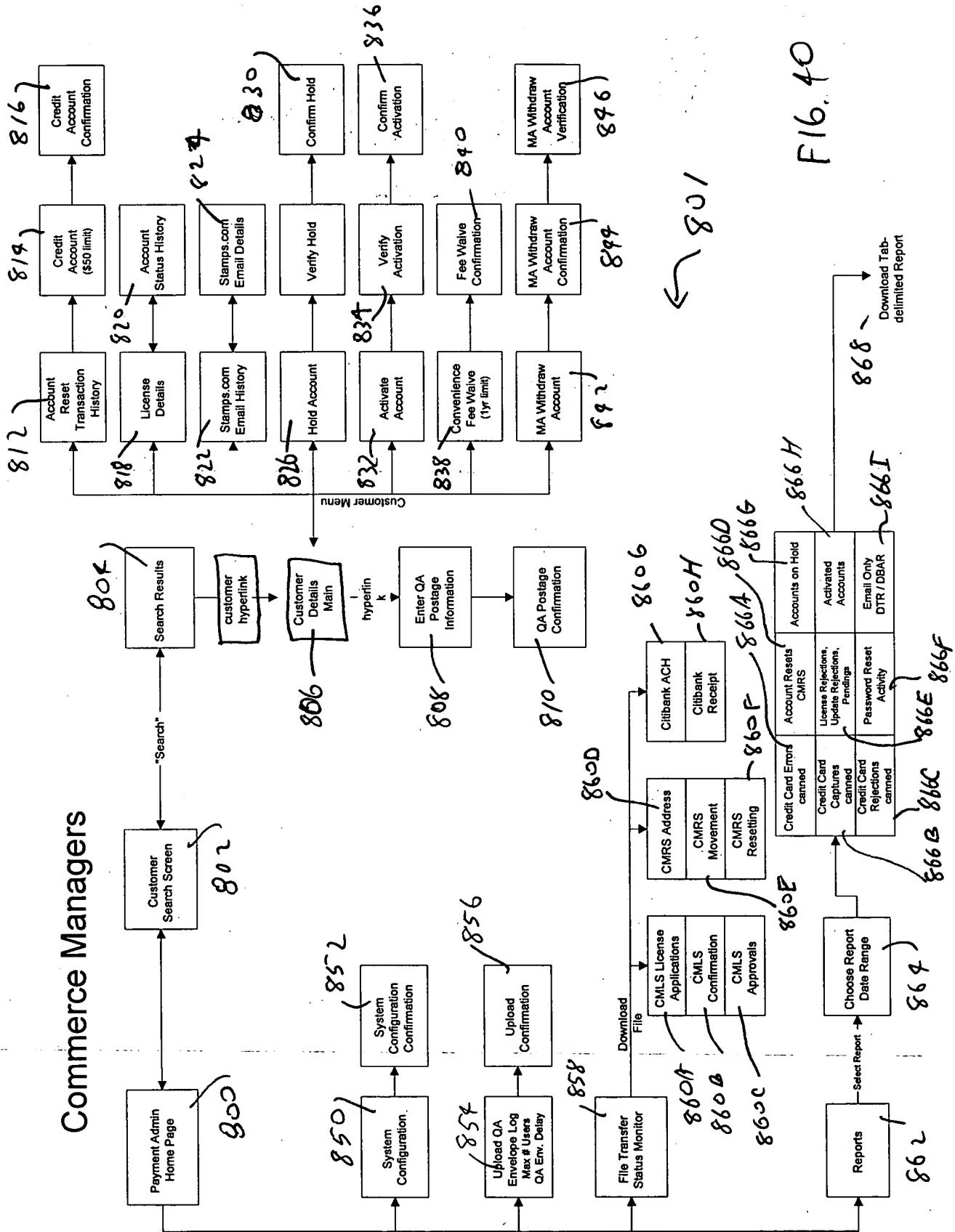
FIG. 39K

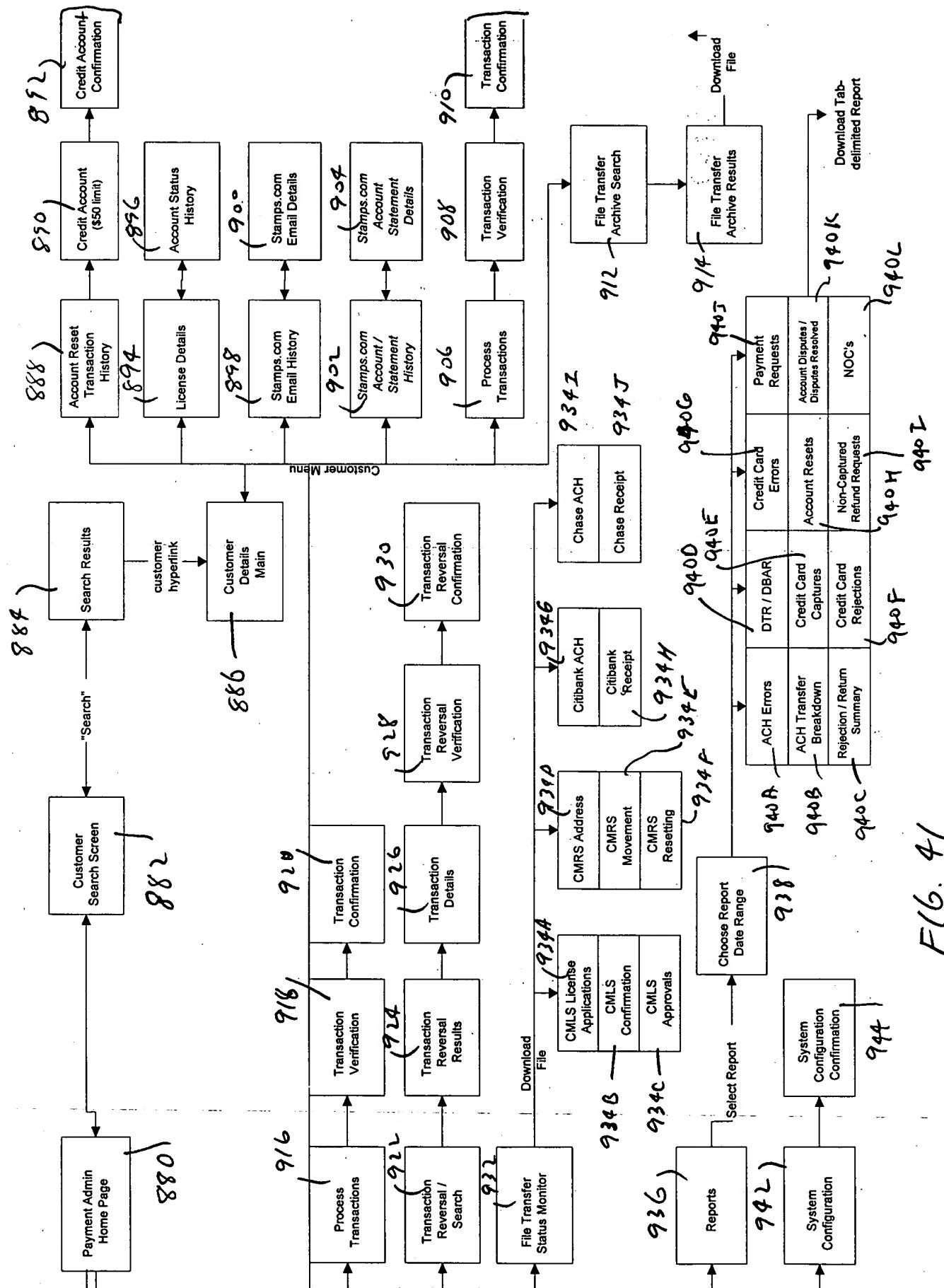
NOC Report					
Meter Number	Customer ID	Transaction ID	Request Date	Amount	Description
Count			Total		

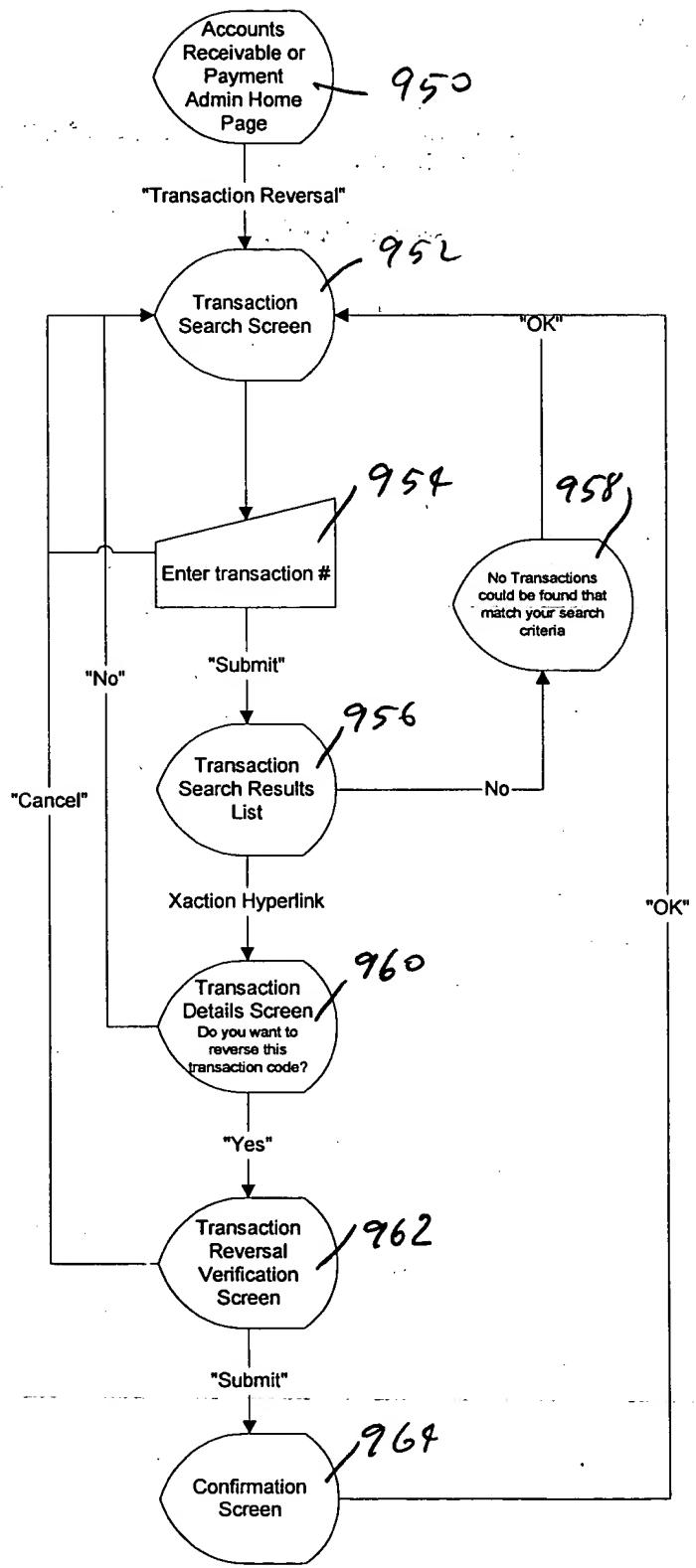
738L

FIG. 39L

Commerce Managers







**FIG. 42**

Transaction Search

Enter Transaction ID # to search

Transaction ID #	<input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Cancel"/>	

952

FIG. 42A

Transaction Search Results

Transaction ID #	Meter #	Process Date
1234567	300001	06/16/1999

956

FIG. 42B

Transaction Details

DTR Date	Transaction Date	Transaction ID #	Customer Name	Amount	Status	Code	Process Date
06/18/1999	06/18/1999	06/18/1999	John Doe	\$100.25	Returned	R-01	06/20/1999

Hit the "Submit" button to confirm this transaction reversal.

<input type="button" value="Search"/> <input type="button" value="Cancel"/>
---

960

FIG. 42C

Transaction Reversal Verification

Hit the "Submit" button to complete the reversal of this transaction. If this information is incorrect, hit the "Cancel" button.

Name on Account	John Doe
Transaction Amount	100.25
Process Date	06/20/1999
NACHA CODE	R-01 - Return

<input type="button" value="Submit"/> <input type="button" value="Cancel"/>
---

962

FIG. 42D

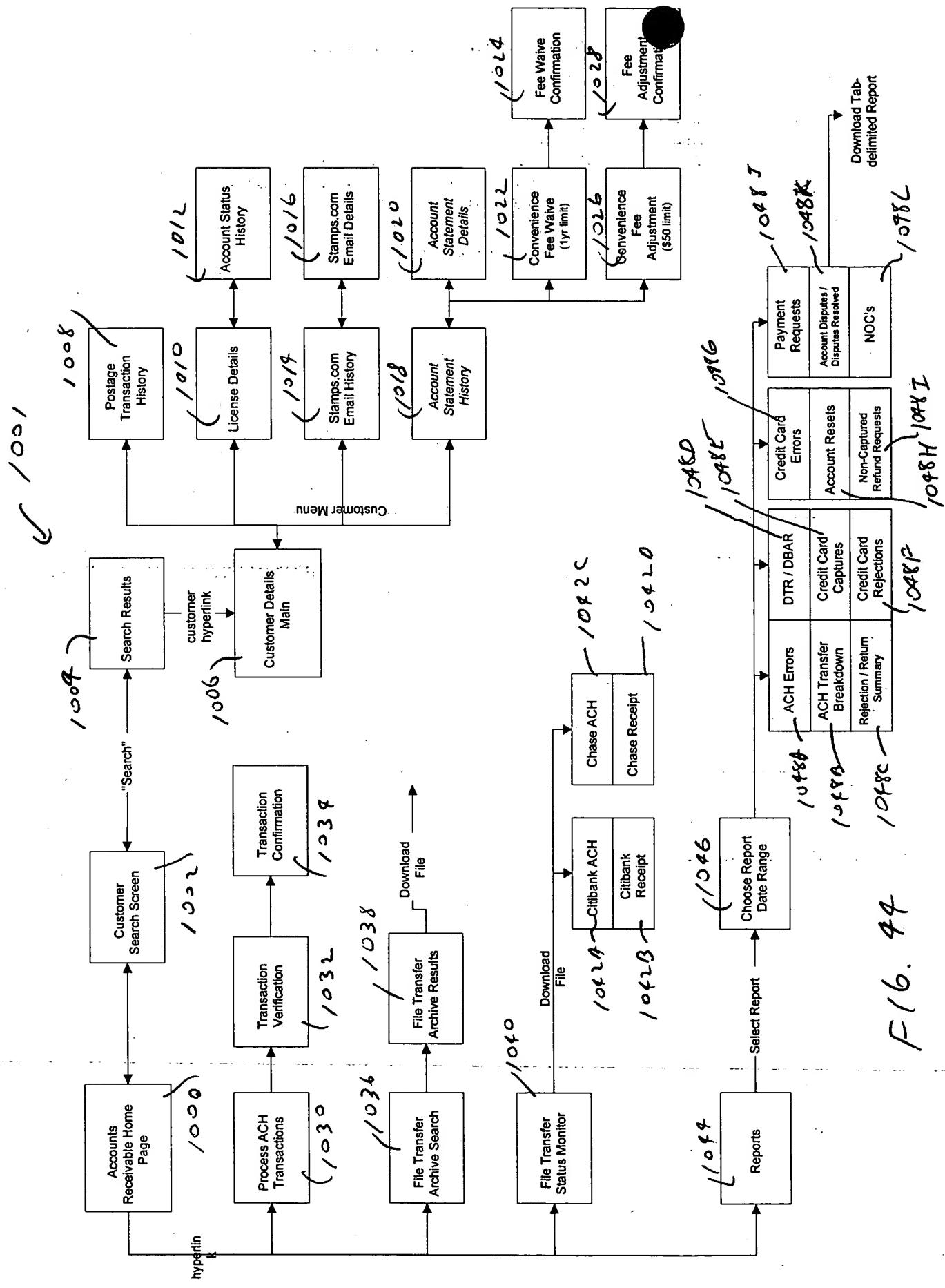
**Transaction Search**

**Enter a transaction ID # to search**

**Transaction ID #**

**Search** **Cancel**

**FIG. 43**



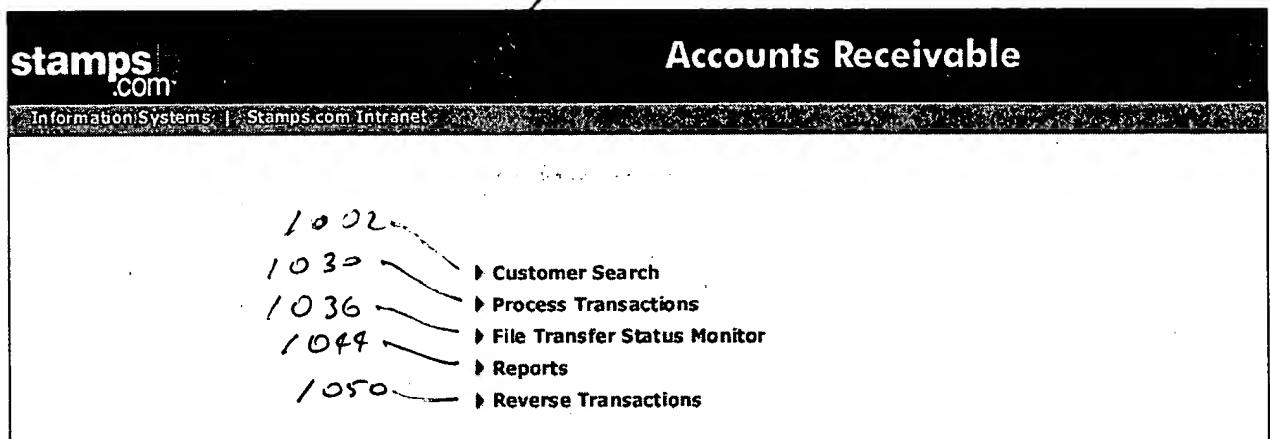


FIG. 45

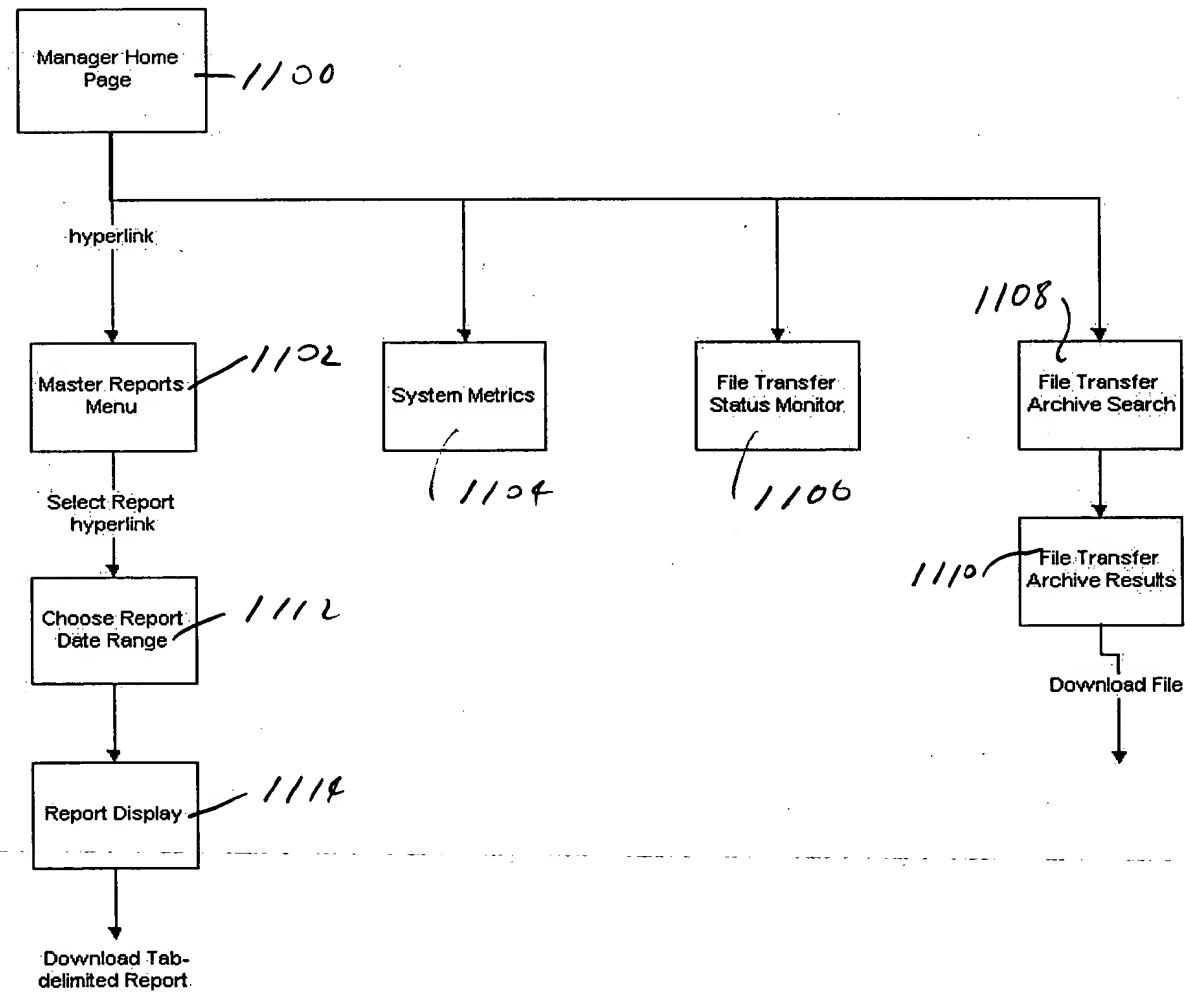


FIG. 46

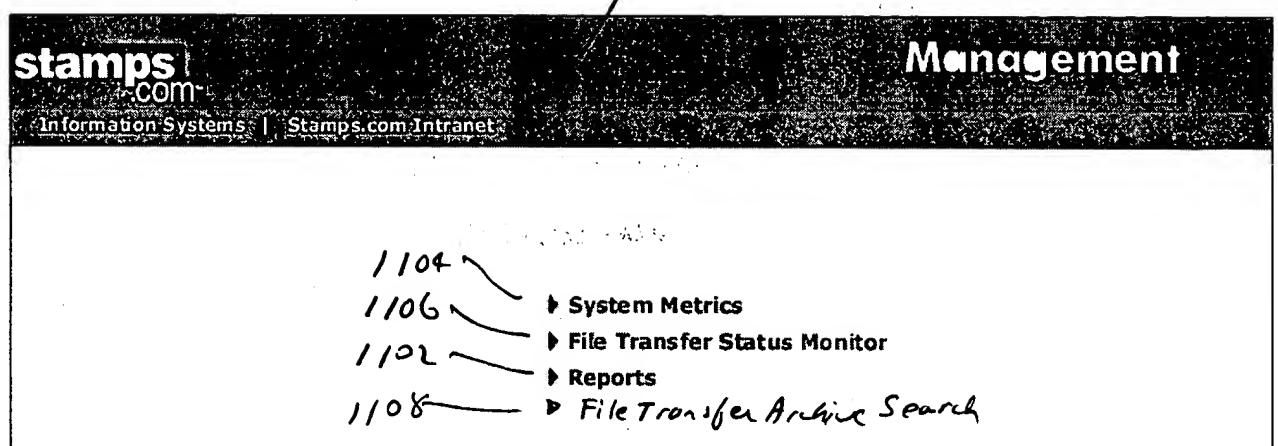
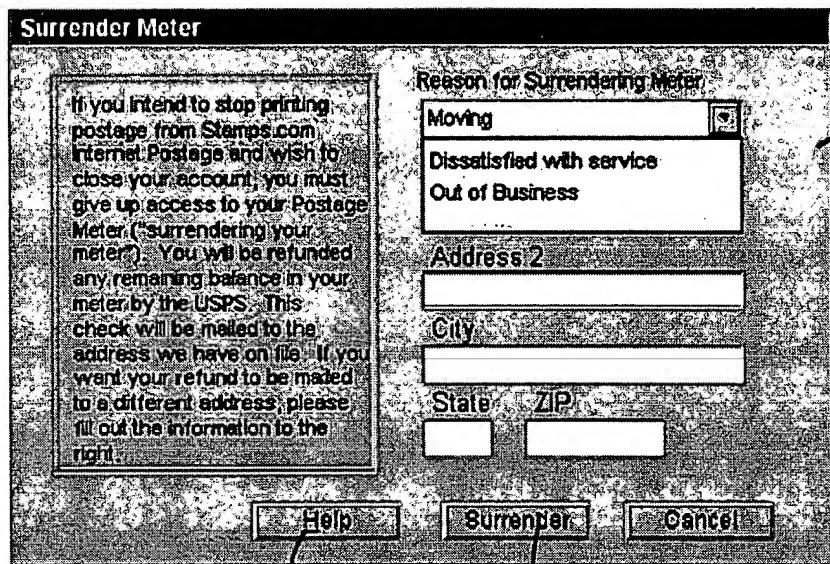


FIG. 47

1104

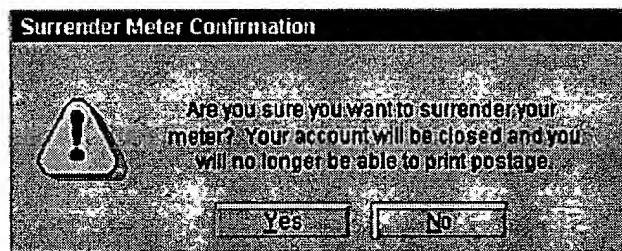
System Metrics	
# of indicia printed	
Amount of indicia printed	
Amount of postage purchased	
# of logins	
# of login failures due to inauthenticity	
# of login failures due to other causes	
% of unused database connections (measured per TS only)	
# of site server responses	
# of registrations	
# of withdrawals	
# of meter resets made	

FIG. 48



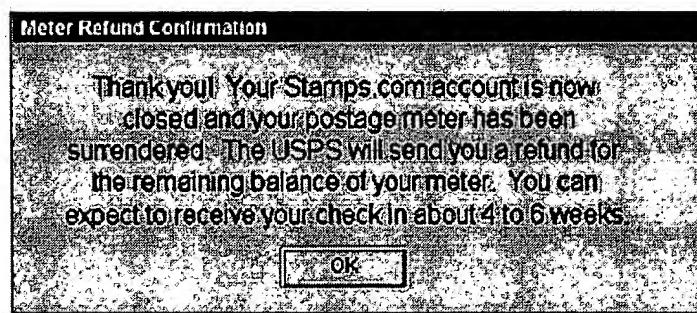
1202 1204

FIG. 49



1206

FIG. 50



1208

FIG. 51

### Withdrawal Request Report

Press the "Print" button to print the report and withdraw the meters.

Date	Meter #	Customer ID#	Customer Name	Phone Number	Refund Amount (\$)	Reason Code	Manager Name
------	---------	--------------	---------------	--------------	--------------------	-------------	--------------

01/01/1999 123456789 11122233345 John Johnson 310-555-5555 \$500.00 A Jimmy J

Total # of Meters:

Total Refund Amount:

Print

Close

1210

FIG. 52

### Withdrawn Meters Report

Press the "Print" button to print the report.

#### Withdrawn Meters

Date of Request	Meter #	Customer ID#	Customer Name	Phone Number	Refund Amount (\$)	Pending Transaction ID	Manager Name
-----------------	---------	--------------	---------------	--------------	--------------------	------------------------	--------------

01/01/1999 123456789 11122233345 John Johnson 310-555-5555 \$500.00 12345 Jimmy J

Total Number of Meters:

Total Amount of Refunds:

#### Meters that could not be Withdrawn

Date of Request	Meter #	Customer ID#	Customer Name	Phone Number	Refund Amount (\$)	Pending Transaction ID	Manager Name
-----------------	---------	--------------	---------------	--------------	--------------------	------------------------	--------------

01/01/1999 123456789 11122233345 John Johnson 310-555-5555 \$500.00 12345 Jimmy J

Total Number of Meters:

Total Amount of Refunds:

Print

Close

1212

FIG. 53

NAME	USERNAME	USERID	METERID
CorrJohn	Johnny	SIX199	3456230333

## Withdraw Meter

Provide the following information to withdraw the meter

What is your <mother's maiden name>?

What are the last 4 digits of your <Employee Identification Number>?

What is the reason you are quitting this service?  No support for window or pre-addressed envelopes

What product/ service will you now use for your postage needs?  Postage Meter

---

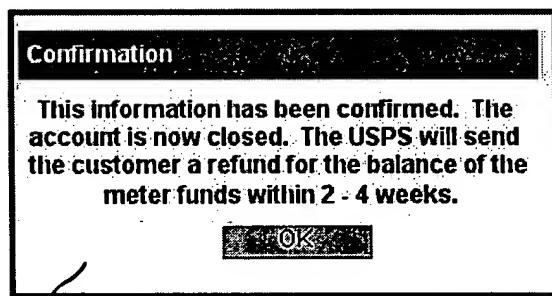
Manager's Username  Manager's Password

Mail the refund to the Mailing Address on file  
 Mail the refund to a new Mailing Address

Address   
 City   
 State  Zip

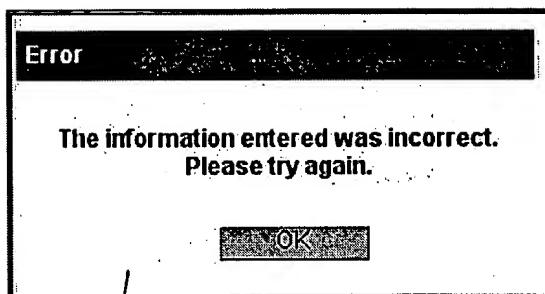
1214

FIG. 54



1216

FIG. 55



1218 FIG. 56

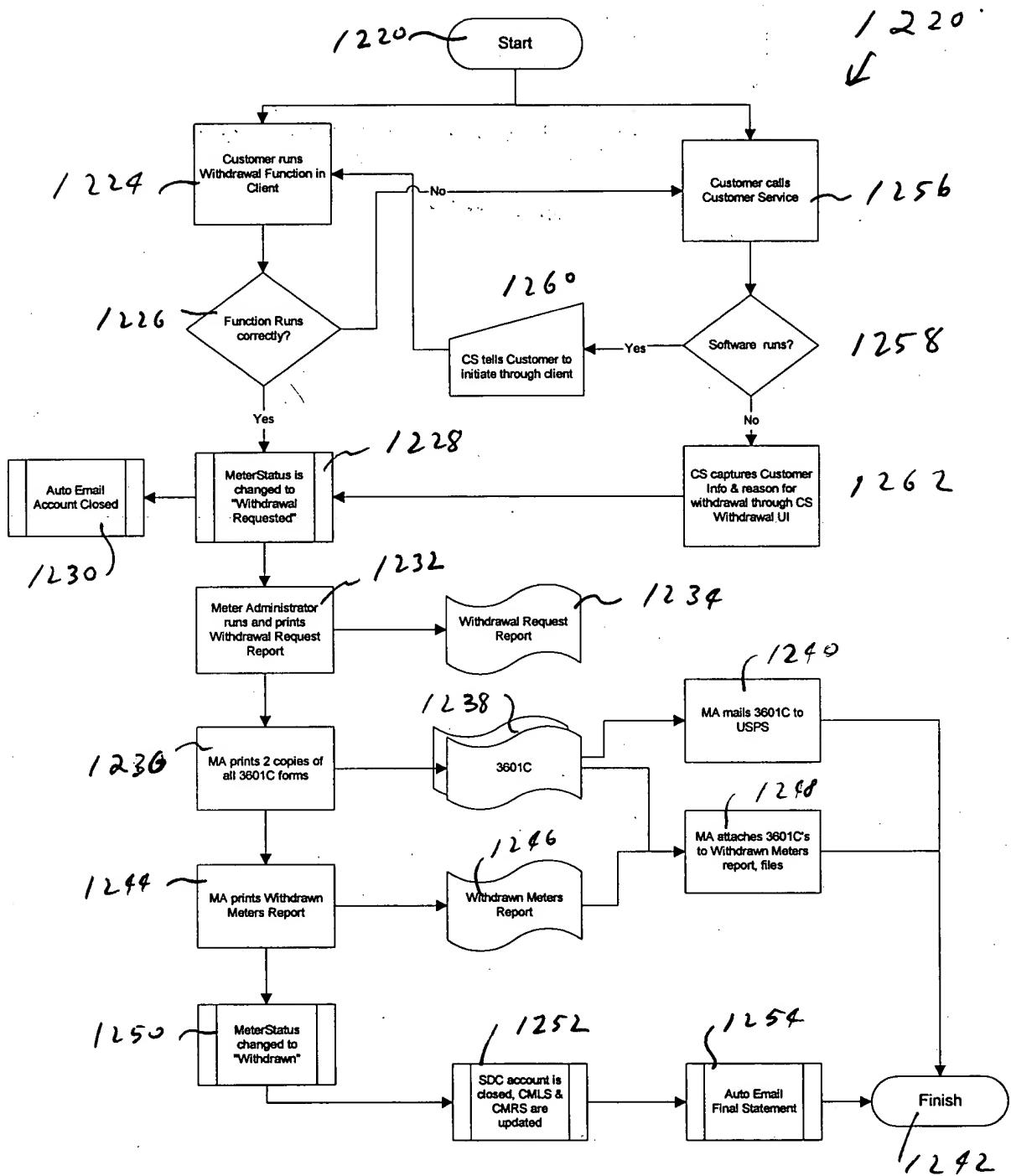


FIG. 57

Date	Meter #	Customer ID	Customer Name	Phone	Refund Amount (\$)	Reason	Manager Name
							Person who initiated
		Count			Total (\$)		(if applicable)

FIG. 58

1234

Date of Request	Meter #	Customer ID	Customer Name	Phone	Refund Amount	Pending Transaction ID #	Manager Name
<b>Withdrawn Meters</b>							
						N/A	Person who initiated
		Count			Total (\$)		(if applicable)
<b>Meters that could not be Withdrawn</b>							
		Count			Total (\$)		

FIG. 59

1246

### Form PS 3601-C

1270

#### Postage Meter Activity Report

<b>Activity (check one)</b>
1. Installation
2. Replacement
<input checked="" type="checkbox"/> 3. Withdrawal
<b>Manufacturer Code</b>
<b>A. Reason for Meter Activity (check one)</b>
1. New Meter
2. License Revocation
3. Mechanical Failure (Not QAR)
4. Question of Accurate Registration
5. Model Change
6. Fire/Flood
7. Electronic Failure (Not QAR)
8. Change of PO
<input checked="" type="checkbox"/> 9. Cancellation

FIG. 60

<b>B. Licensee Information</b>
1. Customer Name (as it appears on license/certificate)
2. LPO City, State, and Zip Code
3. License Number
4. Manufacture Customer Account Number
5. Manufacture Reference Only
<b>C. Meter Location</b>
1. Street Address
2. City, State, ZIP+4
3. Contact Person Name
4. Phone Number
5. Contact Person's Signature (optional)
6. Name of Post Office/Classified Branch and State
7. Zip Code Designation
<b>D. Withdrawn Meter Information</b>
1. Model Number
2. Date Withdrawn
3. Serial Number
<b>Type of Meter (check one)</b>
4. Decimal (.001)/Non-Decimal (.01)
5. CMRS
6. Penalty CMRS
7. Manual Set
8. Penalty Manual Set
9. CMRS Account Number
10. Fed. Agency Code - Cost Code
11. Locking Serial Number
<b>Register Readings at Time of Installation (format =ddd.ccc)</b>
12. Ascending Register
13. Descending Register
14. Control Total
15. MATS Total
<b>E. Installed Meter Information</b>
1. Model Number
2. Date of Install
<b>Type of Meter (check one)</b>
3. Mechanical failure (Not QAR)
4. Decimal (.001)/Non-Decimal (.01)
5. CMRS
6. Penalty CMRS
7. Manual Set
8. Penalty Manual Set
9. CMRS Account Number
10. Fed. Agency Code - Cost Code
11. Locking Serial Number
<b>Register Readings at Time of Installation (format =ddd.ccc)</b>
12. Ascending Register
13. Descending Register
14. Control Total
15. MATS Total

**FIG. 60 (continued)**

<b>F. Refunded/Transferred Postage (format =ddd.ccc)</b>
1. Amount of Refund
2. Amount of Transfer to Installed Meter
3. Amount of Credit to CMRS Account
<b>Refund/Transfer was (check one)</b>
4. Issued
5. Not Issued
<b>Not Issued Reason (check one)</b>
6. Exceeded Local Limits
7. Not Determined
8. Refund Request Forwarded to USPS Office (City and State)
9. CMRS Account Number
10. CMRS Clear Code
11. Address to Where Refund Check Should be Mailed (if different than the meter location)
<b>G. Manufacture's Authorized Representative</b>
1. Telephone Number
2. Dealer/Branch Office Code
3. Date
4. Signature of Manufacture's Authorized Representative
<b>H. Postal Service Representative</b>
1. Printed Name
2. Title
3. Signature
4. Finance Number
5. Stamp

**FIG. 60 (continued)**

DATA FORMAT INDICIA VERSION NUMBER		
System Type	Indicia Type	Hexadecimal Value
<b>Open</b>	Regular	0x00
	Correction	0x01
	Redate	Not applicable
	Refund	0x02
<b>Closed</b>	Regular	0x10
	Correction	0x11
	Redate	Not applicable
	Refund	0x12

1272

**FIG. 61**

DATA FORMAT ALGORITHM ID	
Algorithm Type	Hexadecimal Value
DSA	0x01
RSA	0x02
ECDSA	0x03

FIG. 62

1274

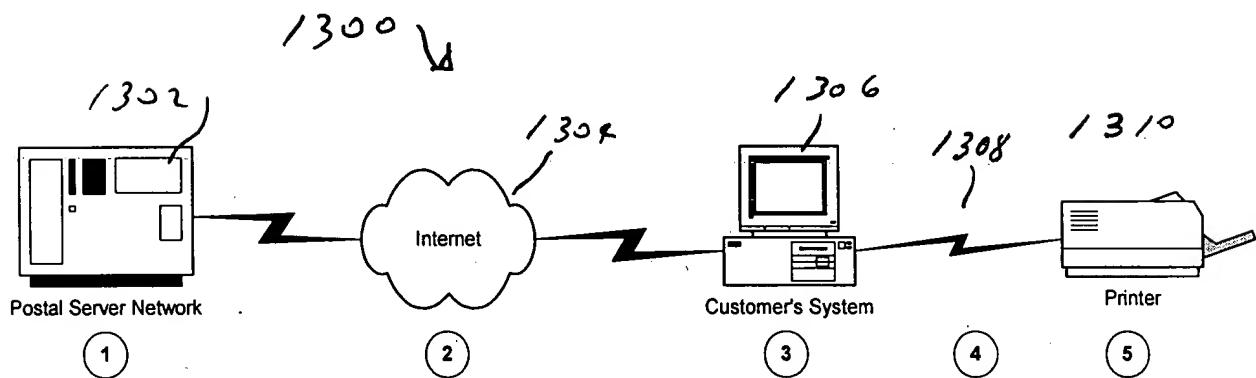


FIG. 63

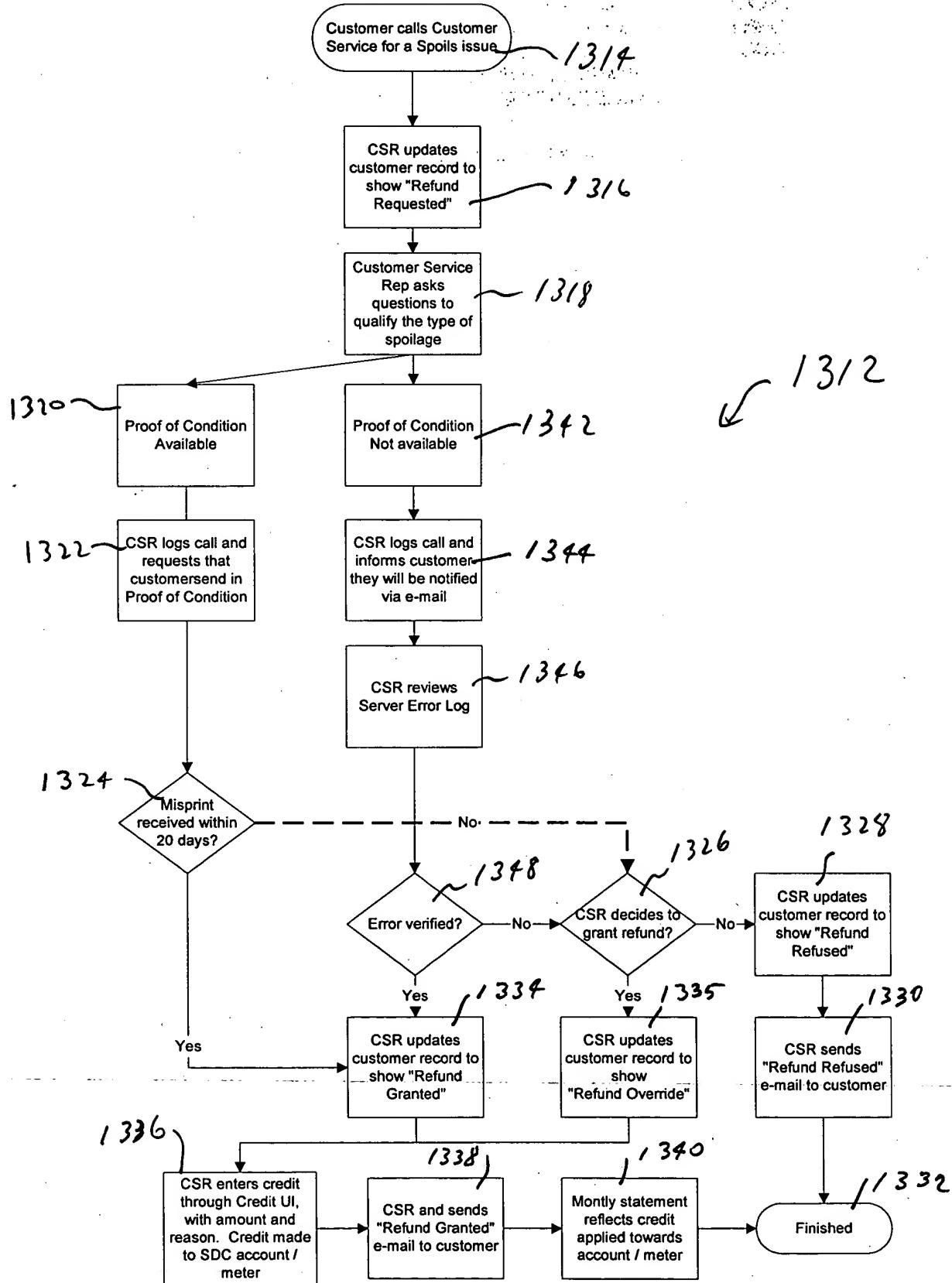


FIG. 64

NAME	USERNAME	USERID	METER#
Doe, John	Johnny	3252	345925059

## Meter Credit

Meter Credit - will be added to customer's meter balance immediately

Credit Amount	\$ <input type="text"/>	<input type="text"/>	Reason	Select One <input checked="" type="checkbox"/>
			Comment	<input type="text"/>
<input type="button" value="Submit"/>				

1360

FIG. 65

NAME	USERNAME	USERID	METER#
Doe, John	Johnny	3252	345925059

## Convenience Fee Adjustment

Convenience Fees - will be reflected in customer's next statement

Amount	\$ <input type="text"/>	<input type="text"/>	Reason	Select One <input checked="" type="checkbox"/>
			Comment	<input type="text"/>
<input type="button" value="Submit"/>				

1362

FIG. 66

NAME	LAST NAME	OTHER ID NUMBER	METER#
First Name	Johnny	1234567890	1234567890

## Instant Adjustment

Instant Adjustment will be processed immediately.

Amount \$  Reason  Select One

Credit       Debit      Comment

1364

FIG. 67

Date	Customer ID	Customer Name	CSR Name	Reason	Comment	Amount
						Total

1366

FIG. 68

**CUSTOMER NAME**

Date	Support Rep Name	Reason	Amount Credited
			Total

1368

FIG. 69

1370

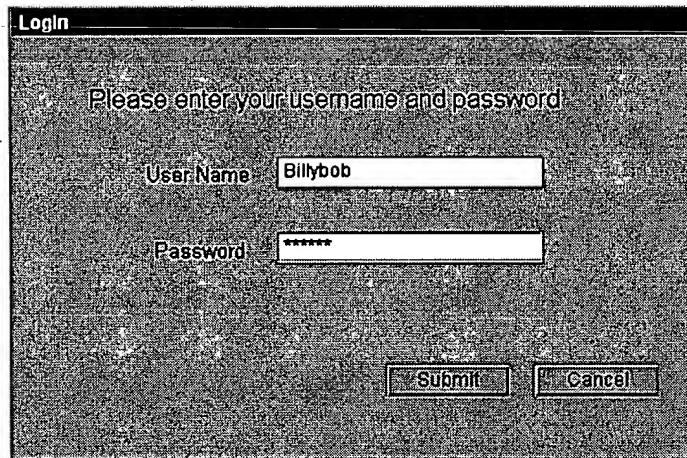
Error Type	Approach 1	Approach 2	Approach 3
1. Postal Server Network	<ul style="list-style-type: none"> <li>CSR logs request as per normal in CRS software</li> </ul>	<ul style="list-style-type: none"> <li>CSR has real-time access to the server error log. Log is parsed and generated based on meter# and customer ID.</li> <li>The log can be queried by date and/or by customer ID and/or by meter ID and/or by error type.</li> <li>Verifiable requests can be approved instantly.</li> <li>Non-verifiable requests are at CSR's discretion.</li> <li>Credits can be made directly to meter, rather than service account.</li> </ul>	<ul style="list-style-type: none"> <li>Same as approach 2 except CSR also has access to the customer's profitability score (an A, B, C score based on metrics such as pricing plan, any fees paid, customer service usage, etc.)</li> <li>For non-verifiable requests, A's are automatically granted refunds.</li> <li>B's and C's are handled at CSR's discretion.</li> </ul>
2. Internet Connection	<ul style="list-style-type: none"> <li>CSR or Payment Administration accesses the server error log on a daily basis (log contains only error and time of error) using a printout only</li> <li>CSR manually scans log to verify request and failure, and match time of error</li> <li>If request is verified, CSR updates record through CS interface. This causes automatic e-mail to notify customer of credit. This interface records reason of credit, and is free-flow. Does not explicitly credit the print transaction.</li> <li>If request is not verified, refer to Misprints Policy (CSR can override)</li> <li>If customer calls back, CSR can override with credit.</li> </ul>		
3. Customer's hardware/ client software	<ul style="list-style-type: none"> <li>CSR logs request as per normal in CRS software</li> <li>Client mails misprint, if available</li> <li>CSR validates receipt and updates customer record</li> <li>If error can't be verified, refer to Misprints Policy</li> <li>CSR can override this at their discretion</li> </ul>	<ul style="list-style-type: none"> <li>CSR has real-time access to a client error log (similar to server error log). Client log is maintained on server and is updated on each print.</li> <li>The log can be queried by date and/or by customer ID or Meter ID and/or by error type.</li> <li>Verifiable misprints can be approved instantly.</li> <li>Non-verifiable requests are at CSR's discretion.</li> <li>Credits can be made directly to meter, rather than service account.</li> </ul>	Same as Postal Server Network / Internet Connection
4. Printer Connection	<ul style="list-style-type: none"> <li>CSR logs request as per normal in CRS software</li> <li>Client mails misprint, if available</li> <li>CSR validates receipt and updates customer record</li> <li>If no misprint available, refer to Misprints Policy</li> <li>CSR can override this, at their discretion</li> </ul>	<ul style="list-style-type: none"> <li>CSR has near real-time access to the customer's request/refund history (shows date/time of request, error type, amount, if it was granted, and reason).</li> <li>Based on results, CSR can automatically grant or deny the request.</li> <li>If the request seems questionable, CSR can still ask for misprint to verify.</li> <li>Credits can be made directly to meter, rather than service account.</li> </ul>	<ul style="list-style-type: none"> <li>CSR has real-time access to the customer's request/refund report as well as the customer's profitability score (an A, B, C score based on metrics such as pricing plan, any fees paid, customer service usage, etc.)</li> <li>A's are automatically granted refunds for Reimbursement Postage.</li> <li>B's and C's are handled at CSR's discretion.</li> </ul>
5. Printer			

FIG. 70

Code	Envelope State	Description	Server Action
00	No 2 <sup>nd</sup> Scan	Passed, no problems	Log Date - No status change
01	Not Passed	Other, requires manual entry	Suspend Customer
02	Not Passed	Indicia Scanned but Misprinted	Suspend Customer
03	Not Passed	FIM Error	Suspend Customer
04	Not Passed	Address Error	Request Customer send another envelope, reset expected time to 20 days
05	Not Passed	Postnet Barcode Error	Request Customer send another envelope, reset expected time to 20 days
06	Not Passed	Damaged Envelope, not scannable, but looks fine	Request Customer send another envelope, reset expected time to 20 days

1400 ↗

**FIG. 71**



1401 ↗

**FIG. 73**

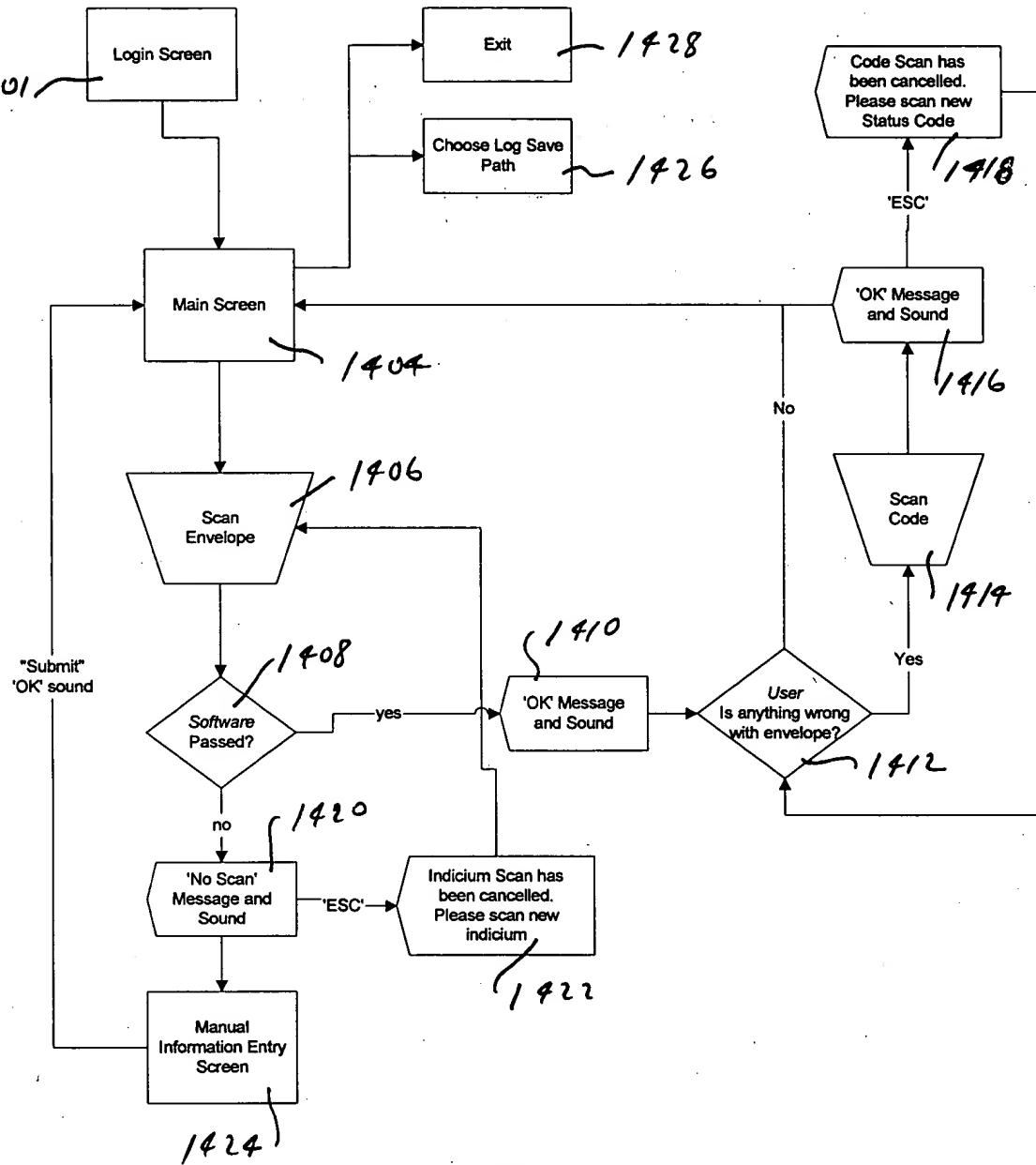
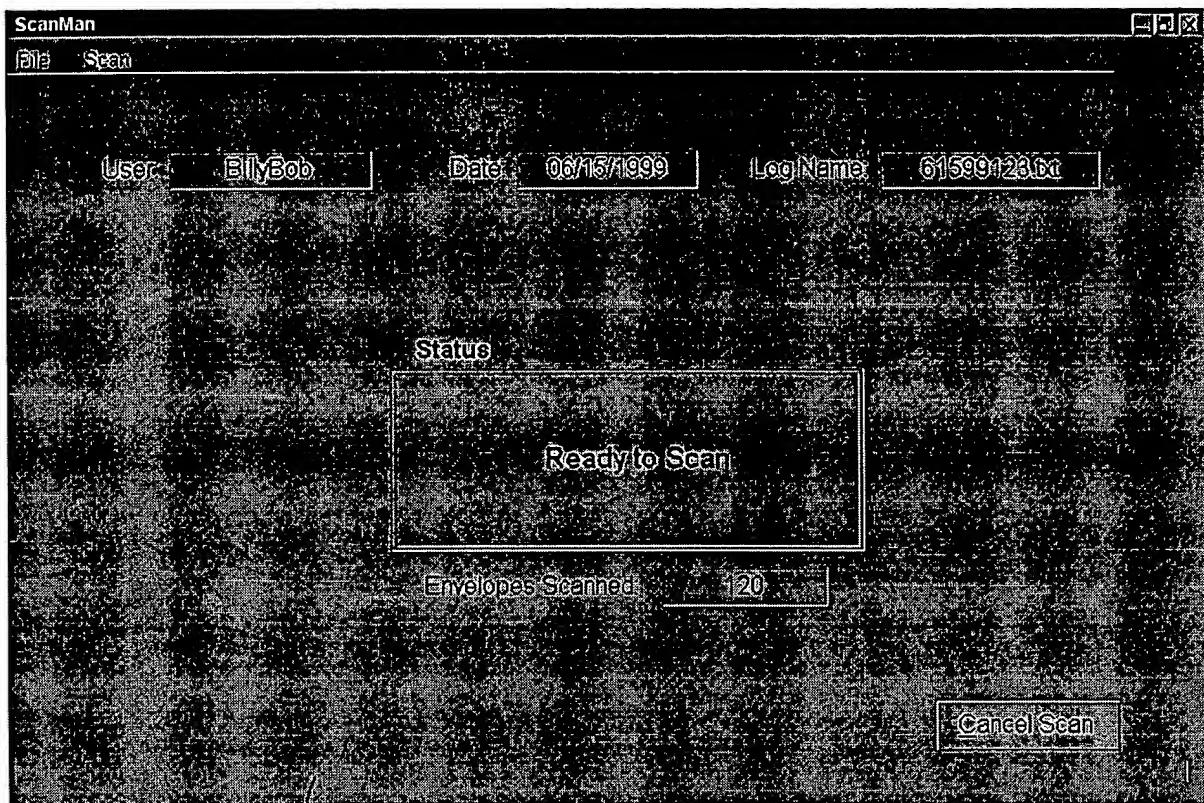
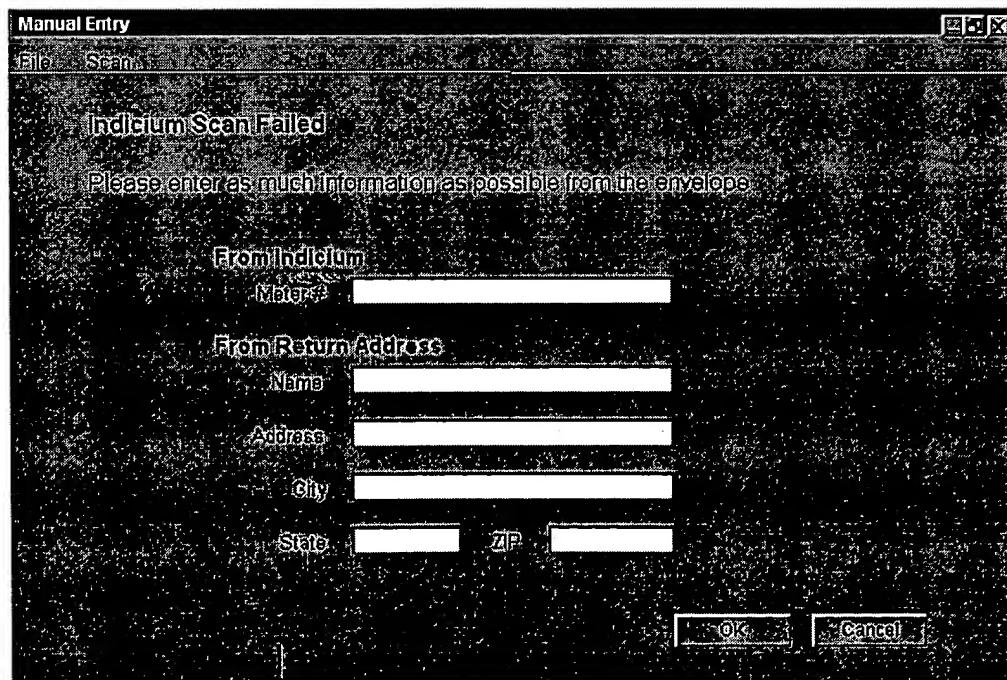


FIG. 72



1406 / FIG. 74



1424 / FIG. 75

Meter Event	Status Date & Time	Event Log Comment	Description
Meter Assigned	Date of Registration		<i>Meter assigned to a customer without a license</i>
Meter Leased	Date of License Approval		<i>Meter assigned to a customer with a license</i>
Meter Suspended	Suspension Date	<p><i>Reasons:</i></p> <ul style="list-style-type: none"> <li>• Forms not received</li> <li>• QA Envelope not received</li> <li>• QA Envelope not passed</li> <li>• Fees not paid</li> <li>• Administrative hold</li> <li>• Suspected fraud</li> </ul>	<i>Meter Administrators can suspend and unsuspend meters for these reasons</i>
Meter Withdrawal Requested	Request Date	<p><i>Source:</i></p> <ul style="list-style-type: none"> <li>• User</li> <li>• Customer Support</li> </ul>	<i>User has requested meter be terminated</i>
Meter Withdrawn	Withdrawal Date		<i>User request that meter be terminated has completed</i>
Meter Suspended	Date of Suspension	Comment: reason for suspension	<i>Meter has been suspended by USPS</i>
Meter Revoked	Date of Revocation	Comment: reason for revocation	<i>License has been revoked by USPS</i>

1430

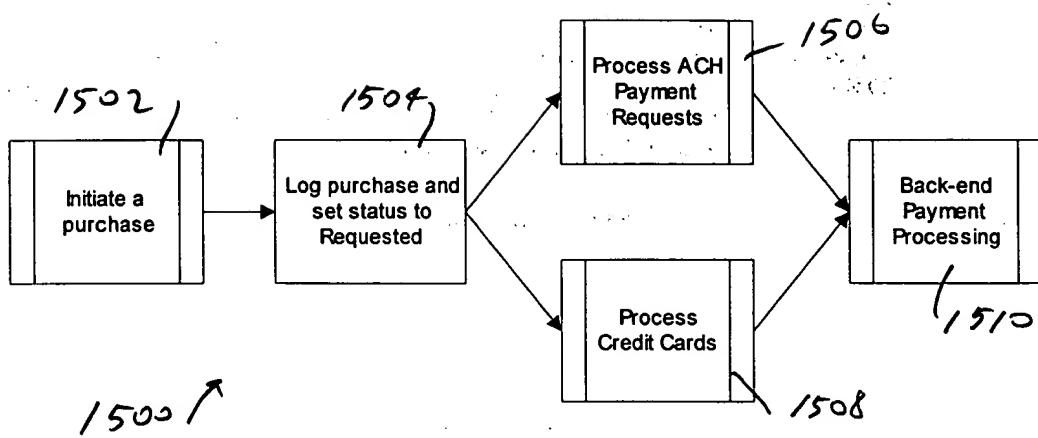
FIG. 76

This page contains sample data for training purposes only. It is not intended to represent actual business data or transactions.

Payment Status	Status Date & Time	Payment Status Comment	Description
Requested	Date of request		
Pending	Date of submission to Citibank or credit card processor	Bank payment sent to	
Returned	Date of return notification	Citibank fax ID# or CC code	<i>Bad Account # or NSF</i>
Rejected	Date of rejection notification	Citibank fax ID# or CC code	<i>Bad ABA # for ACH; authorization rejection or capture rejection for credit cards</i>
Approved	Date of approval	NOC if applicable	<i>ACH approval after ACH wait period</i>
Authorized	Date of authorization	Approval code (CC only)	<i>Credit card approval</i>
Captured	Date of capture		<i>Credit card value has been captured</i>

1432

FIG. 77



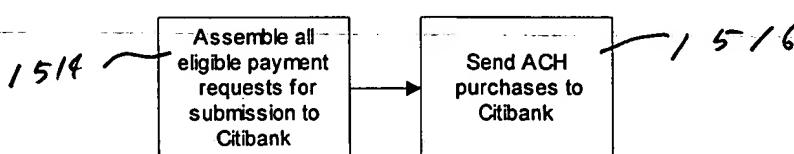
**FIG. 78**

Card	Length	Begins With
VISA	13 or 16	4
MasterCard	16	51-55
American Express	15	37, 34
Diners Club	14	30, 36, 38X
Carte Blanche	14	389
Discover/Novus	16	6011
JCB	16	352800-358999
JAL	15	1800, 2131

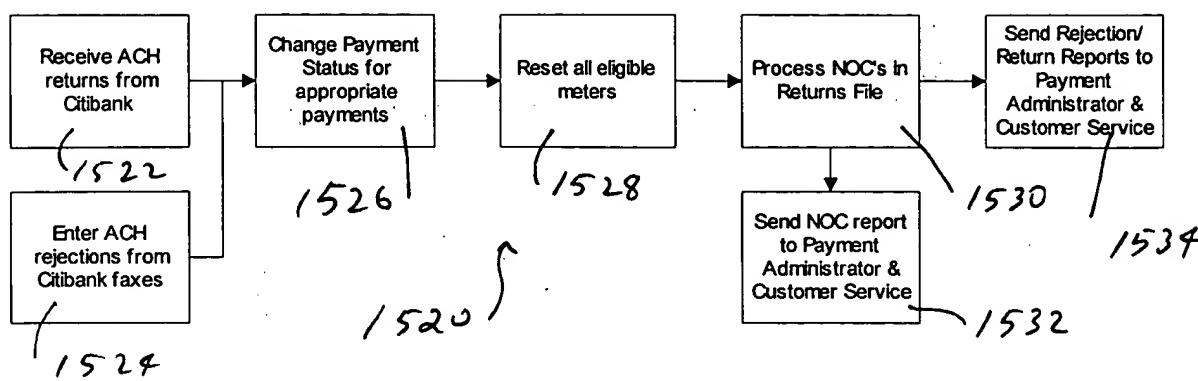
**FIG. 79**

Card number	5	0	0	1	2	3	4	5	6	9	8	9
Weight	2	1	2	1	2	1	2	1	2	1	2	1
Interim result	10	0	0	1	4	3	8	5	12	9	16	9
Digit sum	1+0+0+0+1+4+3+8+5+1+2+9+1+6+9= 50											
MOD10 check	50/10 = 5, Check Digit Is Valid											

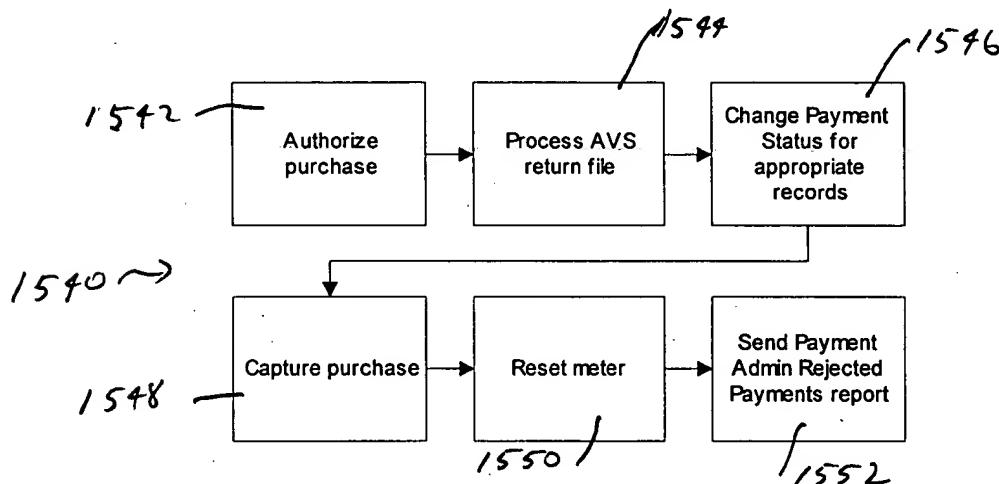
**FIG. 80**



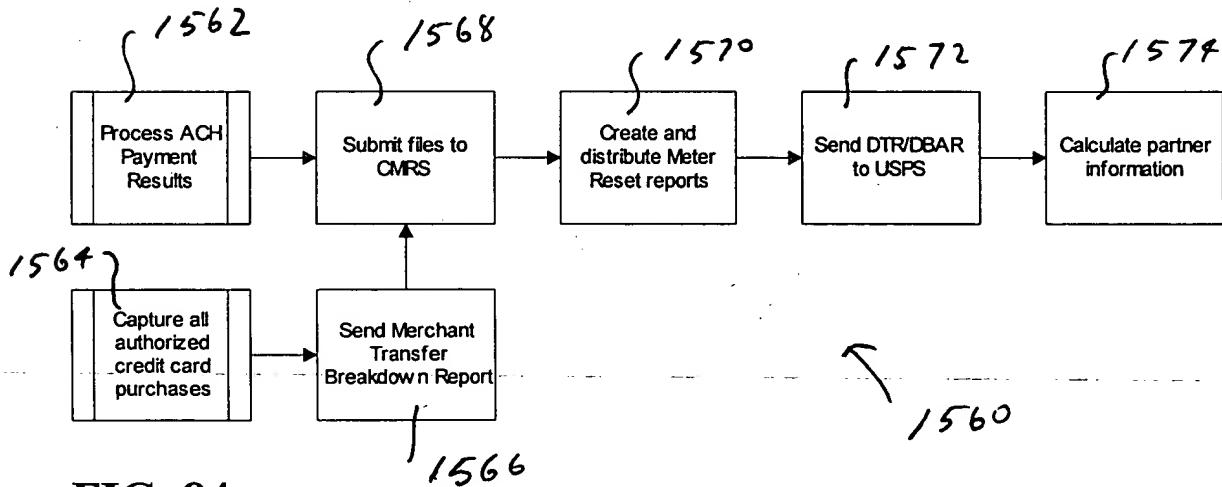
**FIG. 81**



**FIG. 82**



**FIG. 83**

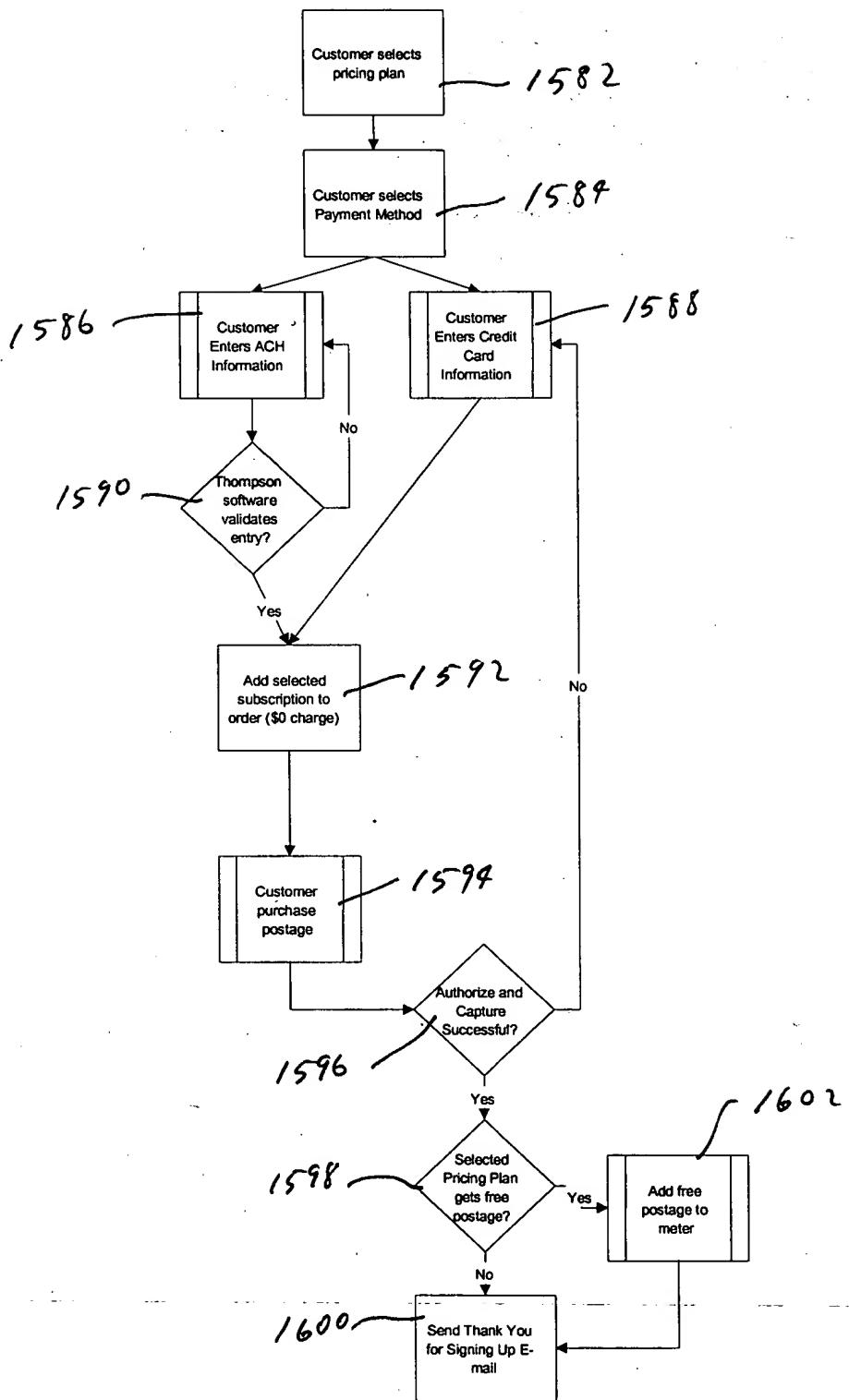


**FIG. 84**

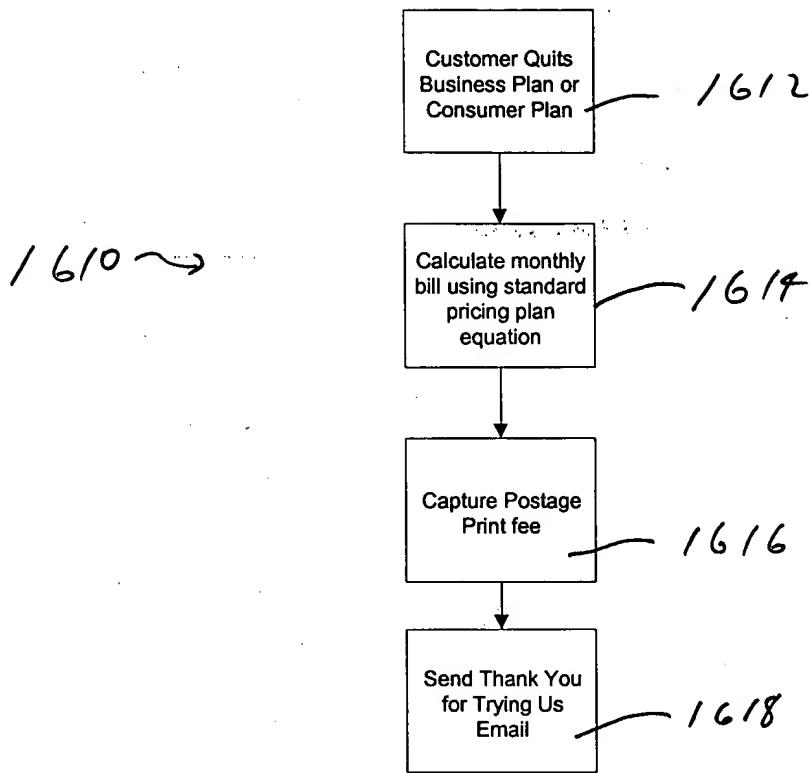
Field	Description	Type
Plan Number	Number used to track each plan	Number
Plan Name	Name presented to the customer	String
SKU Number	Internal stock keeping unit number. Refer to SKU Numbering requirements document	32-bit Integer
Description Text	Text of plan description sent to client	String
Description URL	URL for additional pricing plan description text sent to the client	String
Contract Text	Text of plan contract sent to client. While this is defined on a per plan basis, only the text from Plan #1 is used for all plans	String
Plan Category	Information on grouping the pricing plans together	String
Minimum Purchase	Minimum amount which customers are allowed to reset into their meters at one time	\$
Maximum Purchase	Maximum sum of new purchases, pending purchases, and meter contents	\$
Annual Fee	Prepaid fee for year of use	\$
Monthly Base Usage	Total dollar amount of postage that customers can print in each month for the Monthly Base Fee	\$
Monthly Base Fee	Charge this minimum amount every month	\$
Charge per Print	Charge this amount for all postage printed that exceeds the Monthly Base Usage	%
Monthly Fee Cap	Maximum amount that can be charged per month	\$
Free Postage	Reset the meter with the given amount (paid for out of the Stamps.com account) after the customer is given a license and has purchased postage	\$
Free Starter Kit	Customer receives starter kit (labels, etc.) after receiving a license	Y/N
Store Discount	Associated discount at the Stamps.com store	%
No billing if quitting within first billing cycle	Customer is not billed if they quit within the first billing cycle after registration. Y = Do not bill the customer N = Bill the customer This applies only to the first billing cycle. After the first billing cycle, use the process detailed in Error! Reference source not found.	
Display Plan to User	Display/hide plan on the client. The plan that the customer is currently billed under should also be displayed on the client even if this flag is "N" for that plan	Y/N
Offer Valid Start Date	Customer is able to sign up for the plan beginning on this date	Date
Offer Valid End Date	Customer can no longer sign up for the plan after this date	Date
Purchase Required	Postage purchase required during registration	Y/N
Preferred Type	Billing plans are normally displayed in the client in the order that they are listed in the database. Place the preferred billing plan at the top of the selection list in the client	Y/N

FIG. 85

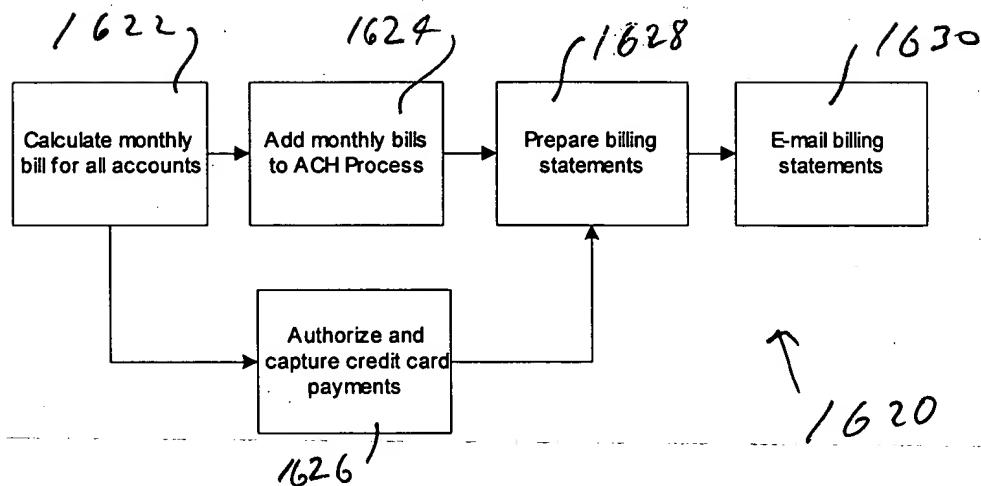
1576



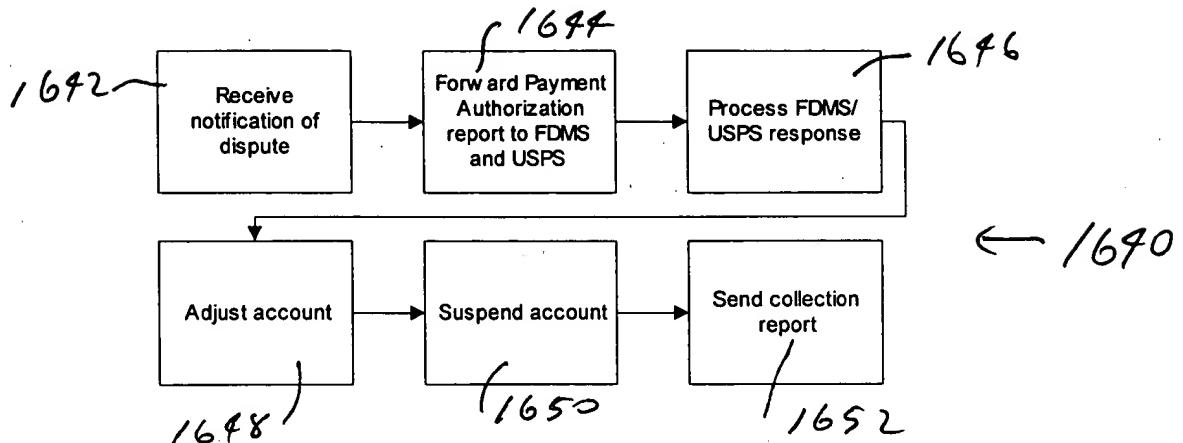
**FIG. 86**



**FIG. 87**



**FIG. 88**



**FIG. 89**

**DTR/DBAR Fax  
PC POSTAGE**

**ACCOUNT BALANCE**

**Activity Date:** MM/DD/YY

<b>To:</b>	<b>United States Postal Service</b> <b>Ms. Sheryl L. Stone</b>	<b>From:</b>	<b>Stamps.com</b> <b>Payment Processing</b>
<b>Administrator</b>	<b>Accounting Service Center – Finance Branch</b>		<b>3420 Ocean Park</b>
<b>Boulevard</b>	<b>2825 Lone Oak Pkwy</b> <b>Eagan, MN 55121-9610</b>		<b>Suite 1040</b> <b>Santa Monica, CA 90405</b>
<b>Telephone:</b>	<b>(651) 406-1103</b>	<b>Telephone:</b>	<b>(310) 581-7200</b>
<b>Facsimile:</b>	<b>(651) 406-1259</b>	<b>Fax:</b>	<b>(310) 314-8533</b>

Ref #	Description	Amount (\$)
1	Previous Day Ending Account Balance	\$ 0.00
2	( + ) ACH Debt Collections From Lockbox Bank	\$ 0.00
3	( + ) Credit Card Collections	\$ 0.00
4	( - ) Total Meter Resettings	\$ 0.00
5	( - ) ACH Debit Reversals	\$ 0.00
6	( - ) Credit Card Charge Backs	\$ 0.00
7	(+ / -) Miscellaneous Adjustments	\$ 0.00
8	Ending Account Balance	\$ 0.00

Signature

Date

↑  
1660

**FIG. 90**

Stamps.com  
Detail of Reconciling Items on the DBAR

Activity Date \_\_\_\_\_

**Resubmitted Transactions for Meters Previously Reset but Subsequently Reversed**

Resubmission Date	Meter ID	Amount
-------------------	----------	--------

Net Difference Between EFT Collections and Meter Resettings

\$ \_\_\_\_\_

**Rejected Transactions**

Effective Date	Meter ID	Amount
----------------	----------	--------

Total Rejected Transactions

\$ \_\_\_\_\_

**Returned and Retired Transactions**

Process Date	Meter ID	Amount
--------------	----------	--------

Total Returned and Retired Transactions

\$ \_\_\_\_\_

Total ACH Reversals

\$ \_\_\_\_\_

**Credit Card Charge Backs**

Process Date	Meter ID	Amount
--------------	----------	--------

Total Credit Card Charge Backs

\$ \_\_\_\_\_

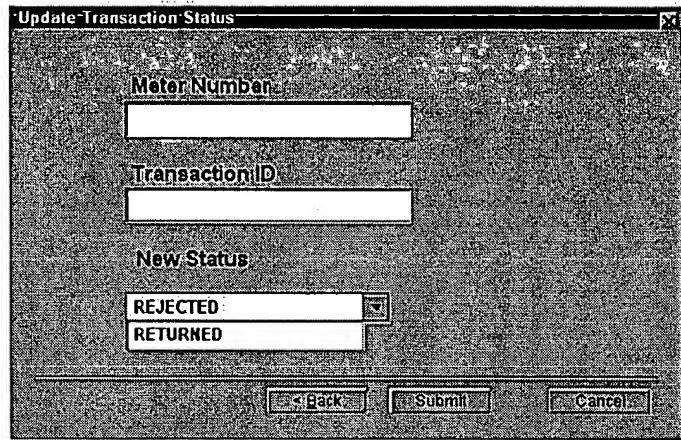
1670 ↗

**FIG. 91**

Line Item Ref	Term	Definition
1	Previous Day Ending Account Balance	Total amount of customer deposits within CMRS database. Set amount to zero (\$0.00) since customers do not have the option of depositing funds with the USPS
2	ACH Debit Collections from Lockbox Bank	Total amount of ACH debit file. Total of all ACH postage transactions submitted for processing during the 24-hour reporting cycle, including customer purchases, free postage, credits, etc. (if applicable)
3	Credit Card Collections	Total amount of credit card transaction processed for day. Total of all credit card postage transactions submitted for processing during the 24-hour reporting cycle, including customer purchases, free postage, credits, etc. (if applicable). This applies to both Merchant and Agent Models
4	Total Meter Resettings	Total amount of funds reset on customer meters. Total amount added to customers' accounts during the 24-hour reporting cycle
5	ACH Debit Reversals	Total amount of funds removed from customer's account as a result of a returned ACH transaction. (Details should be provided on a separate sheet). Individual postage purchase transactions that were rejected by the ACH processor should be listed in a section labeled "Rejected Transactions" on the attached schedule (see "DBAR Detailed Schedule"), including the effective date that the transaction was originally submitted, the device identification number, and the amount. Individual postage purchase transactions that were returned and retired should be listed in a section labeled "Returned and Retired Transactions" on the attached schedule (see "DBAR Detailed Schedule"), including the date the returned transaction was processed by Stamps.com, the device identification number, and the amount. The "Total ACH Reversals" should be derived from the subtotals of "Rejected Transactions" and "Returned and Retired Transactions" and included on the attached schedule (see "DBAR Detailed Schedule")
6	Credit Card Charge Backs	Total amount of fatal credit card transactions. Individual credit card postage purchase transactions that were subsequently identified as being returned as a charge back should be listed in a section labeled "Credit Card Charge Backs" on the attached schedule (see "DBAR Detailed Schedule"), including the date that the transaction was processed by Stamps.com, the device identification number, and the amount
7	Miscellaneous Adjustments	Total amount of adjustments made to DDA not in any of the above categories. Based on the current design of the postal system, this line item should not apply to Stamps.com
8	Ending Account Balance	Amount should be zero since we do not give customers the option of depositing funds with the USPS

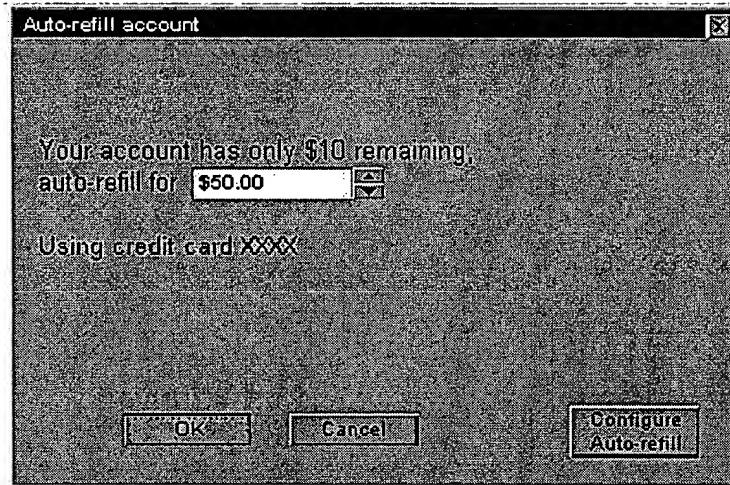
FIG. 92

1672 ↑



1680 ↑

FIG. 93



1682 ↑

FIG. 94